

Exciting opportunity for an experience receptionist/office administrator to join busy multidisciplinary private practice with 20+ history.

Fun and supportive team currently consisting of Physiotherapy, Psychology, Dietetics, Naturopathy, and Remedial Massage, offering individual appointment's as well as group classes and large multidisciplinary group pain program.

Our reception team are an integral part of our clients' treatment process as they create a sense of safety and care that impacts our client's wellness outcomes throughout their journey with us. This starts from the very first phone call.

The ability to multitask in a busy stimulating environment, while maintaining excellent customer service and a client centered approach is a must.

**The role is for 3 days and includes but not limited to:**

- Greeting clients, often with complex needs, creating a friendly, positive, engaging, motivating and inclusive environment
- Billing and processing payments including HICPAS/Eftpos and cash
- Scheduling appointments, managing phone enquiries and bookings
- Responding to email requests from clients, Practitioners, Support Coordinators and Case Managers
- Invoicing and account payments
- Opening and closing procedures
- Basic housekeeping

**Requirements and skills:**

- Ability to work 3 days including evenings (clinic hours 7:30am – 8pm).
- Flexibility/availability to help cover sick and holiday leave.
- Ability to work closely alongside admin team with exceptional communication skills for job-sharing role.
- Attention to detail and ability to remain calm with a client focus when under pressure.
- Experience with Nookal highly advantageous.
- Experience in allied health with HICAPS and an understanding of Private Health/Medicare NDIS systems advantageous.
- Honesty and integrity and the ability to work with confidential information
- Working with Children Check
- National Police Clearance

The pay rate will be in line with the Health Professionals and Support Services Award 2020.

Despite being a large, busy clinic we are a close-knit, supportive and fun team with social events and catch ups, and are looking for someone who can work as part of a cohesive admin team and contribute to a happy and positive environment for all staff and clients.

If you have the requirements and skills we're looking for and this position is of interest to you please send cover letter and CV to Practice Manager Megan Spencer at [megan@marionphysio.com.au](mailto:megan@marionphysio.com.au)

Only successful applicants will be contacted.