

<b>Position Title:</b>	Administration Support Officer
<b>Job Type:</b>	Full-time
<b>Region:</b>	Mackay, Queensland
<b>Facility:</b>	Mater Private Hospital Mackay
<b>Closing Date:</b>	Open until filled
<b>Salary:</b>	Level 2 Clerical Employee MH&ACCQL – Administration and Support Services – Enterprise Agreement 2015-2016 Base hourly rate range of \$26.61 - \$29.15 per hour. Exclusive of superannuation and applicable shift penalties. Applicable hourly rate is commensurate to qualifications and experience.

#### ENQUIRIES CONTACT

**Enquiries Contact:** Kahla Ryan, Recruitment Officer  
**Email:** [Kahla.Ryan@mater.org.au](mailto:Kahla.Ryan@mater.org.au)

#### About the role

The Administration Support Officer (Medical Suites) shall provide efficient, effective and confidential secretarial and administrative support to assigned Medical Officers of the Mater Private Hospital Mackay. Furthermore, the Administration Support Officer (Medical Suites) is responsible for assisting in the effective administrative operation of the Medical Officers consulting rooms.

Though you may predominately be working in the Medical Suites, you may also be required to support the Administration team of the Hospital.

This role is **permanent full-time**.

If you are not familiar with Mater Private Hospital Mackay or the Mackay region, checkout the following links, including our Facebook page:

- <https://www.mater.org.au/health/hospitals/mater-private-hospital-mackay>
- <https://www.facebook.com/MaterMackay/>
- <https://www.mackayregion.com/> and <https://www.mackay.qld.gov.au/>

#### What you'll be doing

Medical Suites responsibilities include, but are not limited to:

- Welcoming patients and visitors, answering the telephone and answering any inquiries.
- Scheduling appointments and keep those appointments on time.
- Assisting patients with completing necessary forms and documentation.
- Keeping a clean and calm reception area.
- Processing billing and payments, using medical software
- Liaising with Medicare and private health funds
- Faxing, scanning, filing, and mailing documentation.

## About you

You will have prior administration experience working in a medical or healthcare environment that is transferrable to this role.

You will also have:

- role is predominately Monday to Friday but as you may be required to support the Administration teams of the Hospital flexibility to accept shifts that range from 7am to 8pm, Monday to Sunday, is desired. Mater is open to discussion regarding any flexibility you may need for that all important work-life balance;
- ability to be available to provide planned and unplanned leave relief;
- a high attention to detail even while working in a faced-paced environment;
- demonstrated ability to adapt to working across multiple areas and undertake varied duties;
- a commitment excellence in customer service;
- the ability to manage your time effectively to meet deadlines and recognise priority tasks;
- digital and computer proficiency, extending to Microsoft 365 applications;
- at least one recent COVID-19 vaccination with a pathway to full vaccination status; and
- Australian Citizenship, permanent residency or a current work Visa with no restrictions.

## Interested?

To apply: go to <https://www.seek.com.au/job/54775390>

**\*\*\*All applications must be submitted via SEEK and not directly to an internal source\*\*\***

Be sure to submit your application as soon as possible **as there is no nominated closing date**. Mater Mackay is keen to fill this role as soon as possible, therefore selection processes will be undertaken while the campaign is open with the view that it will be closed as soon as a suitable candidate has accepted the role.

**\*\*\*Mater will not accept CVs or introductions from Agencies except on invitation. Any unsolicited introductions will not be considered as valid for the duration of this campaign\*\*\***