



## **Mackay Division of General Practice Ltd**

43 Evans Avenue, Mackay Qld 4740

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ABN 21 062 930 385

## **POSITION DESCRIPTION**

### **1.0 Position Overview**

- 1.1 Position Title: Administration Assistant - Reception
- 1.2 Organisation: Mackay Division of General Practice Ltd
- 1.3 Appointment: 38 hours per week – One Year Contract  
(with a three months probationary period)
- 1.4 Reports to : Office Manager
- 1.5 Salary: Commensurate with experience plus FBT exempt salary packaging option available after probationary period.
- 1.7 Method of Work The responsibilities will be carried out in accordance with the Division's policies and procedures (as amended from time to time), as directions by the Division for the method of carrying out of work (but do not comprise terms of the employment contract).
- 1.7 Location: Mackay

### **2.0 Position Objective**

To perform administrative functions within the Division office and to carry out these duties efficiently with some supervision.

### **3.0 Principal Duties**

Responsible for the day to day administrative functions of the Division Office including:

- Be the first point of contact for people contacting the organization and so respond to telephone calls and face to face presentations by GP members and practice staff, clients, people from other organizations, and the general public
- Help staff to get the best use they can from the organizations telephone system
- Check text messages, emails & faxed communications, and ensure these communication process are working as well as possible
- Both design forms, flyers, and spreadsheets to fit staff needs, as well as assisting staff to find the best solution for their communications requirements
- Filing and photocopying
- Assist the bookkeeper

- Provide administrative support for Programs staff, Projects staff, and Services staff
- Ensure incoming and outgoing mail is handled efficiently and that it reaches a staff member who can deal with it in a timely manner,
- Ensure efficient distribution of division emails.
- Monitor stationery stock, maintains levels, and arrange ordering and delivery
- Assist with the organisation of workshops and functions, and attend workshops and functions out of ordinary business hours
- Provide back-up for other administrative staff
- Any other duties as directed

#### **4.0 Qualifications/Abilities/Skill/Experience**

1. An ability to be engaging and pleasant as the face of the organization.
2. The ability to work as a member of the administration team.
3. Comprehensive knowledge of Microsoft Professional Suite.
4. Very good communication skills, both written and oral.
5. Experience in a modern office environment where professional staff deliver quality services
6. An excellent telephone manner including the ability to handle complaints diplomatically.
7. A current motor vehicle driver's license.

#### **5.0 Personal Qualities**

1. Possession of tact, integrity and discretion, and an understanding of confidentiality.
2. A high level of commitment to maintaining patient confidentiality
3. Reliability in meeting deadlines and commitments.
4. A high standard of personal presentation.
5. Flexibility to attend Divisional events and activities scheduled outside normal business hours.
6. Willingness to travel and work in a range of towns throughout the region
7. A commitment to continuous learning

#### **6.0 Your Application**

Your application should address all of sections 4 and 5 above and be forwarded to the Division office together with a current resume and the names and telephone numbers of two referees, at least one of whom should be a previous employer. (Referees will **not** be contacted until after a candidate has been interviewed).

Applications should be marked 'Confidential' and addressed to the Chief Executive Officer, Mackay Division of General Practice Ltd, 43 Evans Avenue, North Mackay Qld 4740 or email [admin@mackaydgp.com.au](mailto:admin@mackaydgp.com.au). Should you require further information please contact the Office Manager on telephone 4953 4491.

**Please note: Canvassing of the Company's Board Members will automatically disqualify any applicant.**