



HSS REGISTERED

Administration and Customer Service Officer

Health Salaried Officers Agreement: Level G3

Position Number: RP603312

Finance & Infrastructure

East Metropolitan Health Service (EMHS)

Reporting Relationships

Director Finance
HSO Level G12
Position Number: 602771



Manager Accounts Receivable
HSO Level G10
Position Number: 603229



This Position



Directly reporting to this position:

Title	Classification	FTE
Nil		

← Also reporting to this supervisor:

- Coordinator Revenue Generation - HSO Level G7
- Coordinator Debt Collection

Key Responsibilities

Provides high level customer service and administrative support for the EMHS Finance and Accounts Receivable departments.

EMHS Vision and Values

Our Vision

***Healthy people, amazing care.
Koorda moort, moorditj kwabadak.***

Healthy people refers to the commitment we have as an organisation to ensure our staff, patients and the wider community have access to comprehensive healthcare services, in order to maintain healthy lives.

Amazing care reflects the sentiment of those consumers accessing our healthcare services from feedback provided to us. This common statement resonates with the health service, and reflects our intentions in our practice and work every day.

As a health service which celebrates diversity of culture and languages, it is also important that our vision is shared in the Noongar language.

Our Values

Our Values reflect the qualities that we demonstrate to each other and our community every day. Our staff make a difference every day to the patients, families and consumers they provide care, advice and support to. The EMHS values capture the shared responsibility that we uphold as most important, which are:

- **Kindness** – kindness is represented in the support that we give to one another. This is how we demonstrate genuine care and compassion to each and every person.
- **Excellence** – excellence is the result of always striving to do better. This is represented by constant improvements to the way in which we deliver our services, which results in a high performing health service.
- **Respect** – we demonstrate respect through our actions and behaviours. By showing each other respect, in turn we earn respect.
- **Integrity** – integrity is doing the right thing, knowing it is what we do when people aren't looking that is a true reflection of who we are.
- **Collaboration** – collaboration represents working together in partnership to achieve sustainable health care outcomes for our community with a shared understanding of our priorities.
- **Accountability** – together we have a shared responsibility for ensuring the best health care outcomes for our community. This is a reminder that it is not only our actions, but also the actions we do not do, for which we are accountable.

Brief Summary of Duties (in order of importance)

1. Customer Service

- 1.1 Provides a front line reception service for the Finance and Accounts Receivable departments and receives and deals appropriately with external enquiries, visitors, clients and the public.
- 1.2 Screens telephone calls to the central telephone extension, and assists callers with their enquiries. Directs callers to the appropriate personnel or functional area where necessary.
- 1.3 Provides a cashier service for payment of customer accounts including reconciliation of all accounts.

2. Administration

- 2.1 Provides administrative support for EMHS Finance and Accounts Receivable staff.
- 2.2 Prepares agendas and minutes for meetings of the EMHS Revenue Steering Committee and the Finance Area Executive Group meetings, and other meetings as required.
- 2.3 Prepares documents in Microsoft Word, Excel and Powerpoint. Finalises drafts of correspondence and presentations as necessary.
- 2.4 Receives and priorities all incoming correspondence and manages courier deliveries and outgoings as required.
- 2.5 Generates work orders for repairs and building maintenance for action by tradespeople
- 2.6 Generates orders and raises requisitions for stationery, catering, cleaning, kitchen and bathroom supplies for Finance and Accounts Receivable
- 2.7 Maintains and updates central information notice boards for staff attendance and committee and board agenda, paper distribution and reporting dates.
- 2.8 Maintains records and files on recordkeeping systems.
- 2.9 Assists with recruitment and selection processes, including coordinating ID arrangements and computer access for new starters in Finance and Accounts Receivable departments.
- 2.10 Provides back-up to the Executive Assistant to the Executive Director Finance & Infrastructure during periods of absence and leave as necessary.
- 2.11 Undertakes information searches and general project work with minimal supervision.

3. EMHS Governance, Safety and Quality Requirements

- 3.1 Participates in the maintenance of a safe work environment.
- 3.2 Actively participates in the Peak Performance program.
- 3.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 3.4 Adheres to the performance framework for procurement
- 3.5 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.6 Performs duties in accordance with the EMHS Vision and Values, WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act and Government, WA Health, EMHS and Departmental / Program specific policies and procedures.

4. Undertakes other duties as directed.

Work Related Requirements

The following criteria should be read together with the Brief Summary of Duties and considered in the context of the EMHS Values.

Essential Selection Criteria

1. Demonstrated significant administrative and customer service experience and skills.
2. Well-developed interpersonal and communication skills, and proven the ability to liaise with people at all levels and external organisations.
3. Well-developed skills and demonstrated ability in word processing, excel spreadsheets, electronic mailing/scheduling and general computing skills.
4. Knowledge and experience in accounts receivable and cash handling procedures.
5. Demonstrated organisational and analytical skills and ability to prioritise tasks, work effectively under pressure and meet deadlines.
6. Demonstrated ability to work in a team environment with minimal supervision.

Desirable Selection Criteria

1. Demonstrate experience in minute taking.
2. Current knowledge and commitment to equal opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Provision of minimum identity proofing requirements
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

_____ Manager / Supervisor Name	_____ Signature	or	_____ HE Number	_____ Date
_____ Dept. / Division Head Name	_____ Signature	or	_____ HE Number	_____ Date

As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

_____ Occupant Name	_____ Signature	or	_____ HE Number	_____ Date
_____ Effective Date				

HSS Registration Details (to be completed by HSS)

Created on	August 2019	Last Updated on	August 2019
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