POSITION DESCRIPTION

Position Title: Client Liaison Officer

Organisation Unit: School of Veterinary Science

Position Number: 3024978

Type of Employment: Part Time- Continuing (0.8 FTE)

Classification: Hew 4

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

The School of Veterinary Science has a rich history, having been founded in 1936, and with a reputation for graduating highly capable veterinarians. The Veterinary Science program at UQ has full accreditation with the Australasian Veterinary Boards Council, the Royal College of Veterinary Surgeons and the American Veterinary Medical Association. The School also contributes to programs in veterinary technology and animal & veterinary bioscience. The respected QS World Rankings recently ranked UQ as 22nd in the world in the field of Veterinary Science.

Organisational Environment

The Faculty of Science is recognised as a powerhouse for some of the world's leading scientists, teachers, science programs and commercial outcomes. The Faculty is one of the largest Science groupings in Australia, with approximately 1100 (equivalent full-time) staff, and about 7500 (equivalent full-time) students.

Throughout its Schools and Centres, the Faculty unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, maths and physics, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ researchers and graduates are working on a wide range of groundbreaking projects from the molecular characterisation of drug resistant bacteria that affect piglets through to finding better treatments for illness and rehabilitation of the environment.

Information about the Faculty may be accessed on the Faculty’s web site: http://www.science.uq.edu.au/

The School of Veterinary Science has high quality facilities at the UQ Gatton Campus, providing the teaching, research and clinical infrastructure and resources to further develop its strong reputation as a leading provider of veterinary training, research and clinical care.

The Veterinary Teaching Hospital is an organisational unit within the School that includes all of the School’s outstanding clinical facilities. UQ VETS Equine Hospital is largely referral based hospital with advanced facilities and offers a 24 hour emergency medical and surgical service. UQ VETS Small Animal Hospital boasts the latest in veterinary medical and surgical diagnostic and treatment options for small animals, birds, exotic pets and wildlife, as well as a 24 hour Emergency and Critical Care service. UQ VETS Dayboro is a mixed practice 45 minutes north of Brisbane servicing both commercial and hobby farmers offering a balanced mix of small and large animals. The UQ VETS Clinical Studies Centre facilitates and provides support to pre-clinical and clinical training in companion animals as well as a renowned research hub for clinical and behavioural research. The Centre includes a 16 – table surgical teaching facility, and is also used for veterinary continuing education events. The Clinical Studies Centre is also home to the School’s Pets-for-Life Adoption Program. UQ staff also supervise clinical placements at the RSPCA’s Brisbane Animal Care Campus, Wacol.

The UQ Veterinary Laboratory Services provides an efficient pathology service to the hospitals and other clients through our core disciplines of clinical pathology, anatomical
pathology, microbiology and parasitology. It also provides laboratory support for veterinary teaching and research.

The school opened the Student Clinical Skills Hub in May 2016. This facility houses a range of low and high fidelity models to reduce use of live animals and cadavers in teaching, and to enhance veterinary clinical skills training. At the HUB, individual students can practice their clinical skills until they are confident and competent. The facility also has a simulated client communications laboratory with both static, online, and interactive simulations, and access to a range of training models to facilitate development of fine motor skills (e.g. suturing), procedural techniques, and cognitive/diagnostic competences.

Information about the Faculty and the School may be accessed on the Faculty’s web site at http://www.uq.edu.au/vetschool/.

Diversity and Inclusion

The School recognizes and values equity and diversity, and encourages applications from any individual who meets the requirements of this position irrespective of gender, sexuality, race, ethnicity, religion, disability, age or other protected attributes. The School strives to provide an inclusive working environment, and along with the University is committed to supporting staff with family and caring responsibilities by providing policies, programs and initiatives to help balance work and family responsibilities.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position
To provide reception and administration services for the Small Animal and Equine Specialist Hospitals at the Gatton campus

Duties

Duties and responsibilities include, but are not limited to:

General:

- Provide high level customer service and support to referring veterinarians, clinic clients, veterinary students, staff and other clients,
- Provide clients with current product and service information relevant to a Specialist / Referral veterinary Hospital.
- Alert Veterinarians to biosecurity and infection control concerns promptly
- Utilise the customised veterinary practice management system, to efficiently and effectively manage appointments, invoice and receipt client accounts, record and maintain client and patient information.
- Perform financial and other administrative duties such as cash handling, EFTPOS, credit card and cheque/ cash reconciliation, banking, debt collection and stationary ordering.
- Provide administrative support to other staff as required.
- Ensure that reception duties are carried out in an efficient and effective manner,
- Ensure that the reception and waiting room areas are well maintained.
Manage the flow of incoming documentation and queries by determining priorities, action and re-direction as necessary
Prepare/Draft reports and documents, minutes of meetings as required
Participate in the continual review and improvement of administrative procedures.
Other duties as directed by the Business Manager and Operations Manager.

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the University's Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships
The position reports to the Operations Manager.

SELECTION CRITERIA

- Completion of a diploma level qualification in Business or related field with relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Previous experience working in a busy reception environment.
- Demonstrated ability to provide a high standard of customer and administrative support.
- Ability to establish and maintain productive working relationships with key stakeholders and clients ensuring service delivery meets key requirements.
- Ability to communicate effectively with staff, referring Veterinarians and clients by telephone, email and face to face.
- Ability to work with initiative, and provide quality client service.
- Demonstrated ability to effectively maintain filing systems, databases and other office systems
- Demonstrated ability to work effectively, both independently and as part of a team,
- A sound knowledge and proficiency in the use business management software, in particular, the Microsoft Office Suite (Word and Excel), and the ability to rapidly acquire skills in the use of the Practice management system.
- High level of accuracy with attention to detail
- Knowledge or ability to acquire knowledge quickly of biosecurity concerns in a teaching environment
- Commitment to working as a member of the Clinic's administrative team
- Sensitivity to confidentiality and privacy issues associated with the Hospital, Clinics and Diagnostic labs.
- Ability to learn and respond to the changing needs of the Clinic.
Vaccinations and Immunisation

It is a condition of employment for this role that if you are required now or in the future, to work or interact in Queensland Health clinical facility; or in an equivalent clinical health facility; or health care role; or will be required to perform work tasks that put you at risk of exposure to vaccine-preventable disease you are required to be immunised against, and remain immunised against, certain vaccine preventable diseases (VPDs) in accordance with the University’s Vaccinations and Immunisation Guidelines (PPL 2.60.08). The employee is required to provide evidence of immunisation against VPDs.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the advertisement.