**POSITION DESCRIPTION**

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| **POSITION DETAILS** |  |
| **Position Title:** | **Client Services Officer** |
| **Position Number:** | 00021986 |
| **Classification:** | HEO3 |
| **Faculty/Division:** | Faculty of Sciences, Engineering and Technology (SET) |
| **School/Branch:** | Roseworthy Veterinary Hospital, School of Animal and Veterinary Sciences |
| **Reports to (position title):** | Business Systems Supervisor |
| **Delegations:** | Nil |
| **Special Conditions:** | * Reasonable workplace adjustments will be made for people with a disability |
| **Significant Working Relationships:** | * Some out of hours and weekend work may be required |

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| **POSITION SUMMARY** |
| As a member of Australia’s G08, the University of Adelaide is recognised as one of the nation’s most respected research-intensive universities, challenging and inspiring graduates to make a real difference. The Faculty of Science, Engineering and Technology (SET) holds an outstanding reputation for teaching, research, and quality graduates. Comprised of eight schools, 21 centres and five institutes, the Faculty of SET is responsible for teaching over 8,500 students across our three campuses, North Terrace, Waite and Roseworthy, and has an annual budget of $300 million. The faculty is a significant contributor to the University’s research reputation, earning annual research revenue above $120 million. Many of our research areas have achieved a world-class research rating of 5 in the 2018 ERA rankings. The faculty is responsible for teaching and research across wide range of disciplines including Engineering, Computer and Mathematical Sciences, Architecture, Biology, Physics, Chemistry and Earth Sciences, Agriculture, Food and Wine and Animal and Veterinary Science. The Faculty of SET is an innovative and agile working environment that champions excellence, diversity and inclusion in our teaching, research, and global engagement leadership.  The School of Animal and Veterinary Sciences provides world-class, outcome-based education and training of animal and veterinary scientists in a research environment. Based at the Roseworthy Campus, 50km north of the Adelaide CBD and minutes from Gawler, the school is situated on a 1600 ha property that includes a working farm, full service Veterinary Health Centre teaching clinics, and a range of general purpose and specialist teaching and research facilities. The School offers four academic programs: Animal Science, Veterinary Bioscience, Doctor of Veterinary Medicine (DVM) and Bachelor of Veterinary Technology.  The Roseworthy Veterinary Hospital (RVH) is the School’s clinical teaching facility, which operates three commercial units, a small and a large animal hospital and a veterinary diagnostic laboratory.  The RVH is a leading-edge primary practice and referral care veterinary hospital offering the latest technology, equipment and professional services to treat all species of animals. The hospitals offer high quality first opinion, referral and 24/7 emergency and critical care veterinary services to the public and referring veterinarians. The hospital also provides a clinical training environment for final year veterinary medicine and veterinary technology students working under the close supervision of experienced veterinarians, nurses and support staff.  Working under routine supervision by the Business Systems Supervisor within the Roseworthy Veterinary Hospital (RVH), this role provides high level customer service for clients visiting the RVH, including reception and general administration responsibilities. |

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| **KEY RESPONSIBILITIES** | |
| Client Services | * Welcome and engage with clients and patients to ensure customer service is provided in a caring, professional and compassionate manner. * Provide front desk/reception services including professional phone, email communication with clients. * Manage multiple phone lines with appropriate customer service standards as determined by the hospital. * Liaise with referral practices to ensure client and patient information is shared and records updated. * Maintain best practice in customer services including admitting and discharging clients. * At admission of patients in the Large Animal Hospital apply animal handling techniques on arrival, including taking temperatures and following biosecurity protocols. * Provide phone triage of veterinary medical emergencies and in consultation with Veterinary staff, implement appropriate actions including scheduling to support client requirements. * Escalate and report any abnormal patient behaviour or client concerns to treating Veterinarian as required. * Maintaining cleanliness of waiting areas and reception to ensure occupational Health and Safety compliance and client experience. |
| Administration | * Scheduling appointments, financial transactions, filing and invoicing. * Effective use of veterinary software engaged by the practice to ensure accurate record keeping. * Establish and maintain third party payment plans and insurance claims for clients as required. (Eg, VetPay) * Handle cash, bank reconciliation and undertake routine financial transactions as directed. |
| Other reasonable duties commensurate with classification level. | |

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| **PEOPLE MANAGEMENT RESPONSIBILITIES** |
| * NA |

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| **CAPABILITIES AND BEHAVIOURS** |
| Use the [Capability Dictionary](https://www.adelaide.edu.au/hr/ua/media/1605/rec-core-capability-dictionary.pdf) to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position. |

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| **UNIVERSITY EXPECTATIONS** |
| Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University’s Code of Conduct |

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| **STAFF VALUES AND BEHAVIOUR FRAMEWORK** |
| Our culture is one that welcomes all and embraces diversity consistent with our [Staff Values and Behaviour Framework](https://www.adelaide.edu.au/hr/organisational-development/university-values) and our Values of integrity, respect, collegiality, excellence and discovery. We firmly believe that our people are our most valuable asset, so we work to grow and diversify the skills, knowledge and capability of all our staff. |

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| **SELECTION CRITERIA** |
| **Knowledge and Experience:**   1. Proven ability to establish effective working relationships within a team. 2. Excellent written and oral communication skills and demonstrated ability to use these skills in managing professional and operational relationships with stakeholders. 3. Demonstrated organisational and time management skills. 4. Demonstrated experience and/or knowledge of Occupational Health and Safety 5. User of Microsoft office suite. Word, Outlook, Excel. 6. Demonstrated ability to promote the organisational values of integrity, respect, collegiality, excellence and discovery, and a commitment to positively comply with the associated behaviour expectations   **Desired:**   1. Animal handling and restraint techniques 2. Use of Veterinary Practice management software ie, Cornerstone. 3. Experience providing client services in Veterinary practice or relevant discipline   **Qualification/s:**   * Relevant experience and/or education/training. |