



# ADMINISTRATIVE ASSISTANT AND RECEPTIONIST

DEPARTMENT/UNIT	Monash Rural Health
FACULTY/DIVISION	Medicine Nursing and Health Sciences
CLASSIFICATION	HEW Level 3
WORK LOCATION	Leongatha

## ORGANISATIONAL CONTEXT

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Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

The **Faculty of Medicine, Nursing and Health Sciences**, is the largest faculty at Monash University, and offers the most comprehensive suite of professional health training in Victoria. We consistently rank in the top 40 universities worldwide for clinical, pre-clinical and health sciences.

We want to improve the human condition. That is our vision - it has no expiration date. Through academic health centres, other translational models and by educating the healthcare workforce of the future, our staff, students and alumni directly improve quality of life.

Setting the global health care agenda, the Faculty aspires to lead in all areas of research activity and influence local, national and international policy to improve health and social outcomes and health inequalities. We've made a major impact in the world of medical research and become globally recognised for our quality education of over 41,000 doctors, nurses, and allied health professionals.

We are ambitious and aim to maintain our position as a leading international medical research university. We're recognised for the breadth and depth of our research, for our commitment to translational research, for the quality and scale of our research capability, and as a thriving biotechnology hub.

To learn more about the faculty, please visit [monash.edu/medicine](http://monash.edu/medicine).

**Monash Rural Health (MRH)** is a school within the Faculty of Medicine Nursing and Health Sciences that carries a mandate to improve the health status of regional, rural and remote communities in Australia, and more specifically in Victoria. We are committed to a sustainable rural health workforce and are achieving these outcomes through the development and implementation of medical and health professions education programs, in underserved regional and rural communities, and by undertaking targeted research programs that address priority health problems in rural populations.

Monash Rural Health is broadly divided into two regions where it has major regional academic sites in south-east and north-west Victoria. Monash Rural Health encompasses the:

- Graduate entry MD Year A program at MRH Churchill
- Regional academic sites dedicated to regional and rural medical education at Mildura, Bendigo, East Gippsland and the Latrobe Valley, West Gippsland and South Gippsland
- Rural Nursing and Allied Health unit, which is dedicated to education, student placement support and research across the fields of nursing and allied health
- Office of Head of School, responsible for Rural Health Education Programs, Research, Finance, Operations/Planning, and Marketing/Communications

For more information about us and the work we do, please visit: <http://www.med.monash.edu.au/srh/>.

## POSITION PURPOSE

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The Administration Assistant provides administrative services to support the effective delivery of the rural medical education program for students enrolled in the MBBS/MD course and undertaking placement at South Gippsland clinical sites. The Administration Assistant is often the first point of contact for enquiries from students, academics, professional staff and the general-public and as such plays a key role in conveying the professional image of Monash Rural Health Clinical School.

The Administration Assistant is also an integral part of the administrative team and provides a range of support services relating to office administration including reception duties, student and staff support, accommodation inspections, engagement with stakeholders and assisting with event arrangements.

**Reporting Line:** The position reports to the Senior Officer, Warragul and Leongatha under general direction

**Supervisory Responsibilities:** Not applicable

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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1. Assist with a range of administrative services such as; arranging appointments, providing front-line services, answering telephone calls, taking messages and responding to routine enquiries, handling, collating and distributing mail, photocopying and collating papers, word-processing documents and correspondence, ordering supplies and data entry
2. Provide high-levels of customer service in accordance with prescribed practices and protocols
3. Undertake filing and maintain and update filing systems
4. Provide basic advice to students, staff, visitors and other stakeholders
5. Provide suggestions about improvement of services and participate in activities to ensure a positive workplace culture
6. Maintain open and effective channels of communication with staff, clients and other stakeholders

## KEY SELECTION CRITERIA

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### Education/Qualifications

1. The appointee will have:
  - A certificate in office administration or a similar field; or
  - an equivalent combination of relevant experience and/or education/training

**Knowledge and Skills**

2. Sound reception and administration skills
3. Good organisational skills, including the ability to manage time and meet deadlines
4. Sound attention to detail and accuracy
5. Sound communication skills and ability to liaise positively with colleagues and clients
6. Computer literacy and word-processing skills

**OTHER JOB RELATED INFORMATION**

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- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current satisfactory Working With Children Check is required

**LEGAL COMPLIANCE**

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Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.