



Administrative Assistant

**Work from Home - Brisbane based
Full Time/Part Time 12 months Fixed Term**

Sieverts is made up of a highly specialised group of Medical Physicists who travel nationally, providing radiation safety consultancy and compliance to clients, in line with the latest advice in legislative standards of Radiation Protection Authorities across Australia.

Our dynamic administration team works to assist our Medical Physicists in providing seamless and professional service to our clients. We are looking for a highly motivated candidate to assist our growing company, as it continues to deliver this high-quality service to our clients. As a remote worker, in our virtual office, your role will be to support our administration and accounts team in managing daily emails, calls and client interactions, reporting to the Operations Manager. This role will suit a candidate who:

- Has a high attention to detail
- Has strong communication skills
- Is comfortable working with people remotely
- Is comfortable working with online applications and CRMs
- Has a proven ability to learn quickly and grasp technical language

The main focus of this role is to deliver high quality and efficient customer service to our clients.

Position Description

This is a full/part time position, for an initial period of 12 months, with the possibility of the company renewing the contract or evolving to a permanent position, depending on the performance of the candidate and position of the business.

We are willing to offer a full time/part time position for the right candidate.

Duties:

Inbound calls

- Filter incoming calls and directing enquiries to the relevant department

Appointments

- Sending reminder emails and making calls to book appointments

Calendar Monitoring

- Confirming tentative bookings
- Scheduling appointments, including monitoring travel times/locations

Email Inbox

- Action emails assigned to you

Record Keeping

- Record all interactions with both internal staff and clients in our CRM

Providing assistance to the CEO as directed

- Coordinating events/meetings

Any other administrative tasks as required.

Attributes:

- High attention to detail
- Honest, reliable, transparent, trustworthy
- Articulate and able to talk to clients with confidence
- Able to work within a team environment where job roles may overlap with other members

Skills:

- Able to multitask and to manage demanding priorities in a fast-paced virtual work environment
- Proven ability to manage workload and report to supervisors regarding time management
- Commitment to delivering a high quality of customer service
- Able to work with a variety of computer software and apps. Spoke Phone, Skype, Capsule

Experience:

- Experience in answering inbound calls, transferring calls, taking messages
- Proficiency in Google Suite including Gmail, Drive, and Google calendar
- Experience using Capsule or similar CRM database
- Experience in liaising with a variety of stakeholders

Requirements:

- Access to reliable internet. ADSL speeds as a minimum requirement for VOIP based calls
- Own phone, home office space, own computer/equipment. Reliable access to own transport for meetings. Working with your own equipment (i.e. phone and computer) is preferable. However, to the right candidate, we can provide a laptop and phone for you to work with if required
- Be available to travel for team meetings within the Brisbane Metro area when required

Remuneration

Sieverts will offer a competitive salary to the right candidate, based on the Clerks - Private Sector Award, including 10% super contributions.

Culture

Sieverts Radiation has a unique working culture that is both cooperative and collaborative. People with initiative and a conscientiousness of doing the right thing will thrive working with us. We provide a high level of autonomy of doing your work, yet have a degree of accountability to ensure that work is done. We value the contribution of each and every team member. The successful candidate will have the opportunity to join a dynamic team which will utilize technology to get work done and be part of a team.

Benefits of working for Sieverts: Friendly team, flexibility in working from home, access to excellent support and on-the-job training, high level of communication with co-workers.

Please send all applications to the email below. Include a cover letter addressing how your experience addresses the Position Description.

Contact: admin@sieverts.com.au