



Administrative Officer - Work from Home - Brisbane based

Full Time Roll 12 months Fixed Term with potential to become a permanent position.

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

Our admin 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 to deliver high-quality service to our clients. As a remote worker, in our virtual office, initially your role will be to support our administration and accounts team in managing daily emails, calls, administrative tasks and client interactions. Once proficient in these daily operations we will look to expand the role to be a key consultant to some of our core clients. Reporting to the Operations Manager, this role will suit a candidate who:

- Has a high attention to detail
- Has strong and proven experience in professional communication
- Is comfortable working with people remotely over the phone
- Is comfortable working with online applications and CRMs
- Has a proven ability to learn quickly and grasp technical language
- Experience working as an administrator in the medical industry will be highly preferred.

The main focus of this role is to deliver high quality, efficient and consistent support both internally and externally.

Position Description

This is a full-time position, for an initial period of 12 months, with the view to evolving to a permanent position, depending on the performance of the candidate.

Key Duties

1. Learning and being able to perform all administrative duties for the day-to-day operations including but not limited to:

Inbound/Outbound Calls

- Filter incoming calls and directing enquiries to the relevant department

Appointments

- Making calls to book appointments and sending reminder emails

Calendar Monitoring

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

Email Inbox

- Sorting through and assigning incoming emails

Record Keeping

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

2. Client Liaison Officer

- Contacting clinics and communicating with key clients to assist them in fulfilling Radiation Safety Requirements
- Becoming familiar with and providing accurate information to clients based on the different state legislative requirements across Australia
- Over time, becoming the key contact within the company for these clients

Attributes:

- High attention to detail
- Honest, reliable, transparent, trustworthy
- Articulate and able to put clients at ease
- Commitment to delivering a high quality of customer service
- Ability to work collaboratively in a team environment where tasks may overlap

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
- Ability to adapt to using a variety of software apps. Eg. Spoke Phone, Skype, Capsule

- Confidence to answer inbound calls, transfer calls and take messages.

Experience:

- Proficiency in Google Suite (or similar) including Gmail, Drive, and Google calendar
- Experience using Capsule or similar CMS database
- Experience in managing individual client accounts
- Preferable experience working in a medical setting or similar technical industry
- Would suit someone with experience working as an executive assistant

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 (phone and computer) is preferable, however, we can provide a laptop and phone for you to work with if required
- Be available to travel for team meetings/training within the Brisbane Metro area regularly
- Training will be done in house every work day at our office for the initial training period.

Remuneration

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

Culture

Sieverts Radiation Protection Consultancy has a unique working culture that is both cooperative and collaborative. People with initiative and a dedication to doing the right thing will thrive working with us. We provide a high level of autonomy for doing your work yet have a degree of accountability to ensure productivity. We value the contribution of each and every team member. The successful candidate will have the opportunity to join a dynamic team and experience a high level of job satisfaction.

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 your application to the email below. Include a cover letter addressing how your experience meets the requirements outlined and when you will be available to start.

Contact: Sheena - admin@sieverts.com.au or visit [Sieverts Radiation Consultancy Brisbane, Sydney, Melbourne, Australia](#)