

## POSITION DESCRIPTION

<b>Position:</b>	Customer Service and Administration Officer	<b>Service:</b>	St Paul's Lutheran Aged Care Village
<b>Department:</b>	Aged Care	<b>Revised:</b>	September 2017
<b>Conditions:</b>	LCC Aged Care Services Enterprise Agreement 2013 Clerical Level 2		

### Purpose of the Role

To administratively support managers and other staff as well as provide a quality customer experience to residents and visitors to St Paul's Lutheran Aged Care Village.

### Operating Environment

This position is located in Caboolture at St Paul's Lutheran Aged Care Village of Lutheran Services, a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland.

### St Paul's Lutheran Aged Care Village

St Paul's was established in 1993 and offers residential aged care for 61 residents and plus 37 independent living units.

### Reporting Relationships

The Customer Service and Administration Officer reports to the Systems and Administration Coordinator. This position will work in close collaboration with other administrative staff.

### Major Responsibilities

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Provide administrative support to the Executive Director of Nursing and other staff as required;
- Act as initial point of contact for residents, contractors and visitors to the service;
- Direct telephone enquiries appropriately;
- Undertake filing, document preparation, mail distribution and banking as required;
- Support the Finance and Rostering Officer with financial processes as required;
- Undertake receipting, petty cash and the management of safe tins;
- Update the maintenance register as well as room booking requests; and
- Undertake project work and miscellaneous duties as required.

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### Qualifications and Experience

The occupant of this position should hold administration qualifications and possess experience in a similar position. The incumbent will possess well developed communication skills with the ability to interact with a wide variety of people with a professional approach. The ability to work on a wide range of simultaneous tasks with changing priorities is required as is the commitment to absolute confidentiality.

The incumbent must be computer literate; experience with Microsoft Office is preferred. Maintenance of an Australian driver's licence is essential.

All employees must have a current National Police check and will be required to provide proof of working rights. The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by Lutheran Services Chief Medical Officer.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organisation.
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