

*Client Services
Client Services Supervisor
76 hours per fortnight (1.0 FTE)
Ongoing Position*

The Position

Client Services is located within the Organisational Support team. Client Services are responsible for providing a wide range of operational administrative services to BCHS and its diverse client group.

The position of Client Services Supervisor is to provide an opportunity for an experienced and passionate person to assist in the day-to-day operations of BCHS. The front reception desk creates the first and the last impressions for clients. It is an expectation of Client Services staff to continually ensure the highest consumer experience for all clients, in every interaction. The administrative nature of the role includes a range of duties that support the organisation in ensuring effective client registrations and efficient referrals.

This position will, under the direction of the Senior Leader Client Services, provide excellent customer service in the form of front desk reception and administrative support services to internal and external stakeholders and BCHS' staff.

About BCHS

Bendigo Community Health Services has cared for the health and wellbeing of the Bendigo community for 50 years. We employ more than 280 people across a broad range of services.

The success of BCHS starts with our staff, who have a high level of professionalism and dedication, allowing us to deliver quality services for the community, with a particular focus on vulnerable people.

Added benefits of working with BCHS include:

- Salary packaging
- Purchasing leave
- Study assistance
- Training programs
- Novated leasing

To successfully apply for this position you will need:

KEY SELECTION CRITERIA

Essential

1. Experience in frontline reception services preferably in a medical reception or other health organisation environment.
2. Demonstrated ability to provide high level administrative support in a high-profile organisation.

3. Excellent verbal and written communication and interpersonal skills.
4. Ability to interact with a diverse range of clients in a private and confidential manner.
5. Ability to learn quickly and manage change.
6. Excellent organisation awareness including capacity to deal sensitively and professionally with confidential and sensitive issues.
7. Demonstrated ability to build and maintain positive and productive working relationships.
8. Ability to work as a member of a multi-disciplinary team.
9. Excellent organisational and time management skills and the ability to work under pressure and meet defined deadlines.
10. Experience in using a range of software packages including consumer management systems (Best Practice, TRAK and or HIC online would be an advantage) and desktop software such as Microsoft Office.
11. Experience with cash handling and receipting.

Desirable

1. Working knowledge of Medicare.
2. Current Driver's Licence.

Probity requirements

- A Police Check (paid for by BCHS)
- Current Employee Working with Children Check or willingness to obtain

For further information about the position contact Kim Wallace on 5406 1200

To view the position description please go to <https://www.bchs.com.au/careers/current-jobs>

Applications addressing the **Key Selection Criteria** should be emailed to recruitment@bchs.com.au by 10pm on Monday 27 January 2025.

Bendigo Community Health Services encourages applications from individuals of all backgrounds and abilities.

Applications will be acknowledged upon receipt. Applicants are requested to contact Human Resources on telephone 5406 1227 if an automatic acknowledgement has not been received.