

# WE'RE HIRING.

## Clinic Administration Officer Wanted – Opportunity in Sydney

The Australian Learning Group is looking for dynamic and motivated people to join our team. We are a fast growing and vibrant education organisation that is committed to providing high quality education and great service to 2,000 students Australia wide.

### **Why work for ALG?**

*The Australian Learning Group has been educating Australians and International Students for over 30 years. We are passionate about high quality education, practical learning and providing our students with the skills to prepare them for their new career. We deliver nationally recognised training to over 1,400 students per year, across 4 national campuses in Sydney, Brisbane, Melbourne and Perth.*

*ALG is value-driven and strives to deliver great service to our clients and a supportive work environment for our staff. Our key company attributes are passion, dedication and hard work while also being supportive and a really friendly down-to earth company. We pride ourselves on our strong team spirit and positive work environment.*

### **About the role**

This position is just a short walk from Town Hall Station in our Clarence Street location. It is a casual Saturday role. In this role you would use your excellent customer service skills to ensure our Saturday massage clinic runs smoothly. These massage clinics are where our valued students practice their skills on paying members of the public. Your role is key in supporting students and clients. Student courses run over at last 9 months so you will become familiar with them in our family culture.

### **Key responsibilities**

- Prepare clinic rooms
- Manage student and client records via online booking system
- Scanning of clinic records for archiving purposes and other administrative duties

- Respond to all phone messages with an excellent telephone manner
- Liaise with clinic supervisors (our knowledgeable trainers and assessors – most of whom have been with the company for +5 years)
- Manage student arrivals, including record taking on clinic sheets, room allocation
- Welcome clients and facilitate payments
- Prompt clients to re-book for additional clinics
- Organise linen supplies
- Record late cancellations, late arrivals & no shows on clinic sheet
- Facilitate Room set for next day(s) teaching requirements
- Carry out such other related duties as the Director or Manager may from time to time determine.

**Key skills required for the role include:**

- Strong administration skills including the provision of administrative support within a team environment
- Demonstrated experience in providing a high standard of client service within an administrative environment
- Strong team membership with an ability to work as part of a busy team along with the ability to work independently where required
- Strong organisational skills with the ability to prioritise and make sound judgements
- Demonstrated intermediate capabilities relating to the use of Microsoft Office suite products
- Well developed problem solving skills with relation to defining issues early and identifying appropriate actions to achieve desired outcomes

**Personal skill requirements:**

- Excellent interpersonal and communication skills
- Sound organisational and time management skills
- Able to work under pressure and remain calm in stressful situations
- Computer skills in – Excel, Word
- Aptitude for working with computers
- Able to work as a part of a team
- Ability to maximise results with resources available
- Supports and co-creates a positive working environment

**Why you'll love this job ...**

- Enjoy the immense **job satisfaction** that goes hand in hand with this busy, multifaceted role
- **Be valued** as a great team member as you provide exceptional service to students and colleagues
- **Be part of a down to earth, friendly, hardworking team** who take pride in their work



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## Be a part of our Team

Our friendly team ensures a fun, inspiring and fulfilling working environment, with the emphasis on team and support. So come and join us!

If you feel that you have the required skills and knowledge to be part of our team, send your CV with a cover letter which specifically addresses each of the Key Selection Criteria to [kelly.skiba@alg.edu.au](mailto:kelly.skiba@alg.edu.au). Please include your individual **working rights** including your current visa type and **notice period** in your application.



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