



Administration Manager – Full Time Brisbane Community Vet Clinic

We are committed to keeping pets and people together. The Brisbane Community Vet Clinic's charter is that no sick or suffering animal is ever turned away, irrespective of an owner's capacity to pay for treatment. This ensures that people never need to face a decision to unnecessarily euthanise or surrender their much-loved companions.

We all share a common passion at the Brisbane Community Vet Clinic. Whether affected by illness or injury, the animals and their families we help, need your compassion. You will wake up every day knowing you'll be helping to keep pets and people together in a fulfilling environment where no two days are the same!

How you'll impact our mission

Are you looking for a rewarding career? Animal Welfare League Queensland (AWLQ) is currently looking for a part-time vet receptionist to join our fast paced and state-of-the-art Brisbane Community Vet Clinic. In this role, you'll be responsible for supporting the veterinary team in providing the highest level customer services and care to our clients and their animals.

You'll be working within a team of highly skilled and passionate veterinary professionals under the banner of one of the most respected brands in animal welfare. If you are passionate about making a direct impact in animal welfare, we'd love to talk to you.

Key Responsibilities:

- Regularly report on activities and issues to the Regional Clinic Administrator
- As the team grows, provide general HR support relating to reception
- Maintain liaison with other departments and ensure effective communication of relevant matters
- Professional management of administration and reception tasks, provide exceptional customer service and management of administrative processes
- Coordinate client bookings and professionally greet all patient and clients
- Maintain patient records as per practice requirements
- Prompt response to clients in accordance with practice protocol
- Sell behind the counter animal care products
- Assist to coordinate clinic admissions and discharge
- Manage and action financial assistance programs and accounts receivables through monitoring accounts and liaising with appropriate department and clients

Key Skills and Experience:

- 4+ years' experience in a similar role
- Strong computer literacy, confident with Microsoft Office Suite and learning new systems
- Strong emotional intelligence, interpersonal skills and ability to diffuse customer escalations in a high intensity environment
- Strong attention to details, organized and recommends areas to improve efficiency
- Successfully manages multiple projects and deadlines
- Ability to resolve conflict with patients and co-workers
- Versatile and Able to build rapport with patients and co-workers

The ideal candidate will have a strong administration and customer service background with versatility and maturity in their approach to work.

Who are we?

Founded in 1959, AWLQ has become a trusted leader in animal welfare. We provide a safe haven and second chance for close to 10,000 stray and homeless animals every year. To each one of these animals we welcome through our doors, a promise is made – to never euthanise a healthy, sociable, or treatable animal in our care. We work tirelessly every day to maintain this promise.

In addition to our shelter work, we are committed to keeping pets and people together by providing lifesaving support and resources to people in need with companion animals. We are known for our grassroots and innovative community-based animal welfare work including our community vet clinics, Getting to Zero, Golden Hearts Seniors' Support Program and the National Desexing Network.

Why should you join us?

At AWLQ we offer competitive pay and benefits, including access to an independent Employee Assistance Program, retail discounts, vet discounts. Most importantly, every day you'll play an instrumental role in our lifesaving work.

How do you apply?

Please send your resume and cover letter to hr@awlqld.com.au - AWLQ would like to thank all applicants for applying. Only shortlisted candidates will be contacted.