



VOLUNTEER POSITION DESCRIPTION

Position: Community Vet Clinic: Administration Assistant
Locations: Gold Coast Rehoming Centre, Head Office - Shelter Road, Coombabah, Qld 4216

AWLQ HEAD OFFICE Coombabah	Weekdays: 10.00am – 4.00pm (hours are flexible for the right candidate) 1-2 shifts/days per week preferred
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Reports To: Clinic Liaison Officer – AWLQ Community Vet Clinics

Responsibilities: This position exists within our AWLQ Head Office, Community Vet Clinic Department, supporting our Clinic Liaison Officer with various administration tasks and day to day duties, including but not limited to;

- Maintaining client & patient records in clinic database
- Maintain and monitor customer accounts/payment plans for receipting and irregularities
- Action overdue accounts, providing timely communications with account holders
- Accounts receivable data entry and reconciliation
- Update/Enter payment details and schedules for weekly/monthly reporting requirements
- Investigate credit code reports

Team Fit: Please note that while this role can be very rewarding, at times contributing to the clinic environment can be challenging due to the nature of our lifesaving work, and creating a brighter future for all companion animals in need. Please refer to the Volunteer Capability Profile requirements below;

CAPABILITY PROFILE

Interpersonal and Communication Skills:

- Highly developed communication, literacy and interpersonal skills.
- Hardworking and show initiative when required.
- Positive attitude, calm and comfortable engaging with people.
- Gentle and mature disposition with demonstrated affinity with animals.
- Flexibility and resilience, the ability to cope with various changes, a busy working environment and a demanding schedule.

Attention to Detail

- Always seeks to provide 'finished product' without the need for rework
- Takes pride in output; analyses issues from different viewpoints, to identify hidden problems.
- Sound numeracy skills for performing accounting processes

- Reads documentation well, across a variety of software programs

Safety:

- Ability to comply with Standard Operating Procedures, Workplace Health and Safety Guidelines
- Work in a safe manner without risk to themselves, others or the environment.
- Correctly use all personal protective equipment provided.
- Comply with all emergency and evacuation procedures, respond appropriately to safety incidents

Autonomous / Unsupervised Capacity Required:

- Demonstrated ability to take direction from team members in supervisory roles.
- Ability to work autonomously while managing your own time effectively.
- Ability to work as part of a team.

NB: Hygienic practices are critical to keep our volunteers, staff, animals and owners safe, happy and healthy. This role will require our volunteers to follow strict procedural protocols, under the guidance of our staff.

Skills Gained: Administration and accounts experience in a fast paced working environment, within one of our Community Vet Clinics.

Performance Goals: At the end of 3 months with a minimum of 60 volunteer hours, be assessed prior to graduating to become a regular volunteer.

Time Commitment: Attend the same shift every week for a minimum of 3 months. This position would suit a person interested in volunteering on a long term basis.

****Please note that we are unable to offer any Placements for students studying their certificates in Animal Care or Vet Nursing. We do not have the capacity or resources to sign off on the modules involved. We ask if you apply for this position, you understand it is purely in a voluntary capacity and not for study credits****