

Qualifications

I hold a Diploma in Business Administration, graduating in 2014 and have developed many administrative skills whilst working in business administrative roles for over seven years.

Key Selection Criteria

A minimum of four years in an office environment, preferably within the non for profit or health sector

With seven years' experience working in an office environment and over five years working as an administrative officer for La Trobe Community Health, I have well-developed organisational skills and a strong eye for detail. In my Administrative Health role, I was responsible for accurately updating patient records in the Health database. I also ensured that all documents that patients received pre and post service were accurate and appropriate for their needs. I have successfully maintained a database of 3,000 patients and have often been complimented by Managers of the accuracy and efficiency of my entries.

Experience in administration and organisation with a demonstrated ability to work on a number of tasks with competing priorities

As an Administrative Officer for La Trobe Health, I worked at a very busy front office and a typical day involved responding to multiple customer queries each of which had competing priorities. My role was to prioritise customer queries and find a solution promptly and courteously. I created and implemented a new online priority system which assisted all the office staff when prioritising their tasks. The result of this new system was a 30% increase in efficiency in turn-around time in resolving customer queries.

Demonstrated reception and front of house experience

I have demonstrated reception and front of house experience with over five years working on the front desk for La Trobe Community Health and two years working as Customer Complaints Officer at Woolworths. I handle customer queries politely and efficiently. While many customer queries could be resolved easily, there were those that required a detailed process to resolve. As a customer complaints officer, I had to investigate the issues, clarify the facts, and then propose a suitable solution that resulted in a mutually satisfactory outcome for the customer and the organisation. I was commended by my manager for my sensitive handling and speedy resolution of these problems.

Demonstrated computer literacy, including strong proficiency in Microsoft Word, Excel, Outlook, and Power Point

In my role as Administrative Assistant, about half my time was spent preparing letters and reports for clients using Word. I also used detailed information in Excel spreadsheets to

prepare graphs and tables, to demonstrate the results of our market research and to analyse client company performance. I often prepared major PowerPoint presentations for my manager and maintained a database of her contacts. I also used Outlook by managing many daily emails and searched for information on the Internet to answer questions.

Experience and skills in working with people with culturally and linguistically diverse backgrounds

Working in the Health sector for more than five years provided me with many opportunities to assist a range of people, many from non-English speaking backgrounds. I provided advice about the range of Health programs available. As I also originally came from another country, I understand what it feels like to be in a new environment, with a new language and culture. Using a friendly and empathetic approach, I provided assistance clearly, simply, and followed up with handouts translated into their language. Where customer had difficulties understanding English, I used the interpreter service so customers' queries could be fully answered in their own language. Customers were very satisfied with the care and assistance I provided, with the result that I received the employee of the month award three months in a row.