**DEVELOPMENT SUPPORT OFFICER**

**Remarkable Development Support Officer with over ten years’ experience in people facing roles delivering top quality administration services. Familiar with workflow management, data entry, correspondence and filing. Skilled in accessing database information, managing customer enquiries and responding to statutory obligations. Experienced in MS Office and other software. Especially adept at delivering a high level of customer satisfaction. Shows respect, takes responsibility, listens and responds, is positive and thinks things through.**

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| * **Office administration** * **Continuous improvement** * **Excellent interpersonal skills** * **Problem solving and decision making skills** * **High attention to detail** | * **Customer service** * **Motivation and leadership** * **Effective time management** * **Proficient in MS Office and other software applications** |

**Key Attributes**

**Office Administration**:

Over ten years’ experience in office management functions such as reception, diary management, minute taking, data entry, filing, correspondence management, and general administration. Fluent in data entry and data management including CRM databases etc. Provides advice on administrative issues within area of responsibility, responds effectively to enquiries and escalate where necessary. Adheres to OH&S legislation.

**Communication and Interpersonal Skills:**

Builds strong rapport with internal and external stakeholders to maximise efficiencies and deliver continuous improvement to the business unit. Uses sense of humour to bring out the best in others. Exudes a friendly and positive “can do” attitude. An excellent communicator who uses their initiative to go the extra mile in order to maintain effective relationships. Strong people skills with recent training and mentoring experience.

**Computer Skills:**

A proficient user of Microsoft Office and a wide range of industry software. Quickly learns new software and computer applications.

**Organisational and Time Management Skills:**

Highly organised professional with the capacity to effectively coordinate and prioritise multiple tasks achieving results to the highest standard and within given timeframes. Detail oriented with a drive towards delivering tasks with a high degree of accuracy and efficiency. Cooperates and works well in a team, and is polite and professional.

**Client Service:**

Thrives on the delivery of exceptional client service using skills gained throughout a career in administrative roles including face-to-face reception service, maintaining accurate client database records in appropriate software, and delivering training.

**Continuous Improvement:**

Draws on a range of information sources to identify new ways of doing things and building continuous improvement.

**Professional Experience**

**QUEENSFORD COLLEGE – Adelaide SA Jun 2013 – Nov 2016**

**Administration Officer**

* Managed the reception of a busy Registered Training Organisation including telephone services, appointments, procurement, and other general administrative duties
* Documented student’s progress into RTO and Wise Net Programme
* Met potential students and followed up by phone and email
* Completed student registration, induction and orientation, intranet connection etc.
* Prepared assessments and training guides for students and trainers
* Processed meeting minutes, time sheets and attendance records
* Co-ordinated students to undertake work placements and ensured appropriate documents such as contract, insurance and log books were issued
* Visited and assessed students’ whilst on work placements
* Reported and documented complaints, accidents or health and safety issues
* Liaised and coordinated with staff members in other branches, school co-ordinators, trainers, parents and students

**Key Achievements:**

* ***Promoted to deliver Aged Care and other short courses as a substitute trainer***

**SOUTHERN CROSS: PHILIP KENNEDY CENTRE – Largs Bay SA**

**Administration Officer Oct 2012 – Apr 2016**

* Managed a busy reception including telephone services, appointments, procurement, and other general administrative duties
* Led facility tour days and demonstrated what Southern Cross had to offer as a residential nursing facility
* Documented client data into CRM programs and “Icare” software
* Liaised and coordinated with nurses, carers, managers and other departments such as pharmacy, canteen, rehabilitation and medical surgeries

**Key Achievements:**

* ***Competently managed a fast-paced reception with a high volume of work***

**Personal Carer Oct 2012 – Apr 2016**

* Provided a full range of assistance to residents including personal hygiene, food matters, task performance, mobilisation, medical appointments
* Developed and maintained professional relationships with families, nursing and personal care staff, doctors and other members of the health team
* Ensured appropriate and accurate record keeping according to documented policy and procedure
* Adhered to OH&S policy and procedures, and reporting of incidents, accidents and hazards

**Key Achievements:**

* ***Pursued opportunities to maintain contemporary knowledge and to further develop competencies in care***

**Professional Experience – Cont’d**

PRINTATAPE P/L – St Peters NSW Sep 2010 – Sep 2011

Receptionist

A2B CAR RENTALS – Auckland NZ Dec 2005 – Apr 2009

Administrator & Call Centre Operator

DRURY SURGERY MEDICAL CENTRE – Auckland NZ Apr 2007– Dec 2007

Medical Receptionist | Administrator

**Technical Skills and Certifications**

* Internet, email and intranet - advanced
* MS Office Suite – advanced
* Point of Sale and EFTPOS – advanced
* Software – Icare, PracNet, MediNet, CIM, RT Manager, Wise Net, MYOB, MedTech32, Olympus Digital Dictation
* Senior First Aid
* Child Safe

**Education**

Diploma in Leadership and Management Current Study

Queensford College – Adelaide SA

Trainer in Child Safe Environments- Responding to Abuse & Neglect Education and Care (RAN) 2016

Department for Education & Child Development (FAMILIES SA) - Adelaide SA

Certificate IV in Training and Assessment 2015

MRWED Training and Assessment-Adelaide SA

Certificate III in Aged Care and Certificate III in Home and Community Care 2012

North Ringwood Community House – Ringwood VIC

Certificate IV in Business Administration and Medical Specialisation 2006

Manukau Institute of Technology – Auckland NZ

**Voluntary Work**

Participates in the following:

* Community Lunch at Hampton Park Uniting Place
* Victorian Immigrant Refugee Women’s Coalition programs
* Clayton Cook Islands Christian Church women’s activities
* Polynesian shows and presentations at festivals and schools

**Referees**

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| Natalie Evans  Campus Manager  Queensford College  M: 0402 271 909 | Luisa Peressin  Administration Supervisor  Southern Cross  M: 0410 435 657 |  |