

Position Description

Receptionist / Administration

PD Number: RA0015
Revision Date: 23/06/2026
Position Title: Receptionist / Administration
Reports To: Directors

Position Summary

- General receptionist duties including providing customer service and receptionist duties at point of sale, answering phones and redirecting calls where and when appropriate, electronic communication with all staff.
- Liaise with customers, administrative personal and clinical staff (physiotherapists, massage therapists) to provide optimal customer service.
- General clinic duties including tidying, restocking and organising the clinic space.
- Assisting and supporting clinical staff and management in a variety of administrative duties.
- Assist with accounts payable, accounts receivable, and stock control as required.
- Data entry and maintenance of patient accounts.
- Involvement in marketing activities, accreditation program requirements and quality improvement activities.
- Reception duties, administrative tasks and stock control across all clinics.
- Involvement in maintaining and implementing all policies and procedures.
- Commit to and uphold the Vision, Mission and Culture of Movement For Life Physiotherapy.



Position Details

Key Accountabilities	Indicators of Effectiveness
<ul style="list-style-type: none"> Opening, closing and maintaining clinic 	<ul style="list-style-type: none"> Completion of daily, weekly and monthly checklists
<ul style="list-style-type: none"> Management of appointment book 	<ul style="list-style-type: none"> Booking clients to maximise space in the diary Ensuring the smooth flow of clients through the clinic Timely appointments and follow up
<ul style="list-style-type: none"> Management of telephone calls 	<ul style="list-style-type: none"> Answering and managing phone calls in a respectful and timely manner Clear, accurate and consistent message taking Appropriate redirecting of phone calls
<ul style="list-style-type: none"> Provide support to clinical staff and directors 	<ul style="list-style-type: none"> Ensure that messages are communicated in a timely and effective manner Ensure smooth, effective and calm workflow Ensure the clinic is kept tidy including minor cleaning, rubbish removal and dishes.
<ul style="list-style-type: none"> Assist in all administrative duties 	<ul style="list-style-type: none"> Meet KPI's checklist responsibilities
<ul style="list-style-type: none"> Manage weekly invoicing 	<ul style="list-style-type: none"> Send out weekly accounts Organise DVA invoicing
<ul style="list-style-type: none"> Stock control 	<ul style="list-style-type: none"> Stocktake performed once per



	<p>month</p> <ul style="list-style-type: none"> • Stock levels maintained within recommended levels across clinics.
<ul style="list-style-type: none"> • Marketing Plan Assistance 	<ul style="list-style-type: none"> • Assist directors in preparation and distribution of all marketing material, brochures etc.

Necessary Skills and Attributes

Skills and Attributes	Details
<ul style="list-style-type: none"> • Excellent communication skills 	<ul style="list-style-type: none"> • Communicate clearly and confidently with all employees, customers and referrers, both verbal and written
<ul style="list-style-type: none"> • Telephone experience 	<ul style="list-style-type: none"> • Excellent phone manner and ability to take accurate messages
<ul style="list-style-type: none"> • Organisational skills 	<ul style="list-style-type: none"> • Demonstrated ability to organise and prioritise work
<ul style="list-style-type: none"> • Work ethic/self motivation 	<ul style="list-style-type: none"> • Ability and experience in setting and achieving tasks
<ul style="list-style-type: none"> • Presentation 	<ul style="list-style-type: none"> • Excellent presentation, cleanliness and pride in appearance of self and clinic
<ul style="list-style-type: none"> • Attitudes and behaviour 	<ul style="list-style-type: none"> • Self motivated and disciplined • Works well with minimal supervision • Friendly and responsible
<ul style="list-style-type: none"> • Competent with Microsoft Office 365 suite, Practice Management 	<ul style="list-style-type: none"> • Demonstrate ability to effectively work with Microsoft Office 365 to



Software and VoIP communication	produce documents, charts and spreadsheets. <ul style="list-style-type: none">• Effective email communication internally and externally with Microsoft Outlook• Demonstrated ability to proactively learn and develop knowledge of Practice Management Software and VoIP communication
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Key Relationships

Within Movement For Life Physiotherapy Pty Ltd:

- Director(s)
- Administration Manager
- Receptionists
- Clinical Staff

External to Movement For Life Physiotherapy Pty Ltd:

- Clients
- 3rd party providers (including MAC, Workers Compensation Insurers, Department of Veteran's Affairs, and any other Compensible Body)
- Suppliers
- Referrers

