POSITION DESCRIPTION

POSITION TITLE: Service Administrator

ADVERT TITLE: Service Administrator

LOCATION: MALAYSIA ☐ PHILIPPINES ☒ VIETNAM ☐

ASW COMPANY OVERVIEW

ASW is creating the world's most talented international family through hiring and growing talent into long-term careers with Australian companies. ASW is a recruitment and talent specialist, that partners with Australian companies to help them build highly capable international teams. We enable Australian companies to meet their business goals by accessing and retaining premium talent in emerging markets and giving that talent the opportunity to grow, learn and develop. Together we embed international teams into respected Australian businesses, both functionally and culturally, to deliver enduring and transparent people solutions.

THE OPPORTUNITY

Our client is a is an Approved Home Care Service Provider specialise in the provision of in home care services for people in their golden years who choose to live in their own homes. Being a family-owned business, they strongly adopt the philosophy of delivering care and support as if it were our parent or grandparent.

In-home and community support allows individuals to remain in their own homes while receiving assistance for short and long-term needs. This support preserves independence, fosters connections, all within the comfort of familiar surroundings.

The team is currently looking for **Service Administrator** to be a part of the team. This role plays a pivotal role in the seamless operation of in-home aged care services. This role is primarily responsible for helping to deliver excellence in customer service, managing inbound calls, and directing calls to the appropriate team members

KEY RESPONSIBILITIES

- Assist in attending all incoming calls including assisting with queries, solving issues, taking and passing on messages and directing the call to the appropriate team members
- Act as a key contact person for Suppliers, Care Managers, Doctors/Healthcare Professionals, Service Managers, Finance, Operation and Compliance team
- Provide strong administration support to Care Managers and make sure all tracking systems and databases are accurately updated
- Liaise with medical staff to identify efficiencies in the facility's operations

POSITION DESCRIPTION

- Coordinate meetings, prepare agendas, and take minutes as required which include in maintaining office files
- Ensure compliance with company policies and procedures

SKILLS, EXPERIENCE & QUALIFICATION

- Min Diploma or Degree in any discipline
- At least 4-5 years of working experience in the administration support field within the healthcare or aged care sectors
- Strong communication skills with a problem-solving attitude
- High level of professionalism and empathy when dealing with clients.
- Proficiency in using MS Office, especially in MS Word and Excel and familiarity with using any administrative system is preferred
- Strong work ethic, positive attitude, and openness to learn

ASW OFFERS

- A diverse, inclusive, and supportive company culture.
- Competitive remuneration.
- Opportunity to collaborate and work with global clients and stakeholders.
- Medical benefits.
- Great Paid Leave entitlements.
- Team outings, travel opportunities, company parties/events, and other exciting activities.
- Exposure to an international environment, working with people across Malaysia, Vietnam, the Philippines, and Australia.
- Industry and role-related training.
- Ongoing career opportunities.