

Restocking Agent

- Strong team environment with an emphasis on development & learning
- Values-based organisation
- Equal opportunity employer



WHO WE ARE & WHAT WE DO

St John Ambulance SA provides Health and Medical Services for many of South Australia's largest venues, such as Adelaide Oval, Adelaide Entertainment Centre, and Adelaide Showground. It is also the chosen provider for many major events on the SA calendar, including Schoolies Festival, VAILO Adelaide 500, and WOMAD.

For over 140 years, St John Ambulance SA has supported the South Australia community to help save lives and build community resilience to improve the safety and healthcare for all South Australians. In addition to Health & Medical Services, St John Ambulance SA also provides community care, delivers nationally accredited first aid training, and is the largest provider of first aid products and equipment.

THE OPPORTUNITY

The Restocking Agent will undertake a broad range of customer service activities including the provision of products and offering advice to clients on St John products and services available. This position will involve providing a service at customer's sites replenishing First Aids Kits and checking AED's. The main objective will be to drive successful outcomes and increase brand awareness through effective communication skills.

Responsibilities include but aren't limited to:

- The Restocking Agent will provide a service at customers sites replenishing First Aids Kits and checking of AEDs Assist with the administration of contracts for supply of products
- Establish, maintain and enhance ongoing contact and communication with key clients and business partners.
- Assist with the coordination of sales activities at events and functions
- Proactively sell and market First Aid Kits, supplies and services through daily interaction with clients.
- Process sales whether via telephone, website, email, fax or face to face or in response to promotional activities.
- Process orders, forms and applications.
- Check and coordinate with warehousing team to ensure stock levels are appropriate for customer needs.

St John Ambulance Australia SA Ltd

ST JOHN AMBULANCE AUSTRALIA SA LTD

ABN 42 947 425 570

ACN 667 428 168

Head Office South Australia

85 Edmund Avenue Unley

South Australia 5061

T: 1300 78 5646

F: 08 8306 6995

W: stjohnsa.com.au

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ESSENTIAL CRITERIA:

- Current South Australian Driver's License.
- Current National Police Certificate and Working With Children Check, both of which are acceptable to St John SA, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Child Safe Environments training within the first six months of employment.
- There may be a minor requirement to undertake work outside of normal business hours as required.

ABOUT YOU – Ideal candidates will demonstrate:

- Understanding of effective customer service techniques
- Knowledge of and experience with first aid products and services (desirable)
- Knowledge of and experience in the not for profit / community sectors (desirable)
- Self-motivated and flexible
- Good communication and interpersonal skills with the ability to deal with a diverse range of people

HOW TO APPLY

APPLY NOW via [Seek](#) with your CV and cover letter expressing why you are suited to the position. For enquiries, please get in touch with hr@stjohnsa.com.au

St John SA does not accept calls from recruitment agencies. St John SA care about keeping children and young people safe. All successful applicants are required to complete a National Police Check and Working with Children Check. St John SA values diversity in the workplace and is an equal opportunity employer.

St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check, COVID vaccination certificate and the evidence of the right to work in Australia

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Job and Person Specification

Paid Staff

Position Title:	Administration Officer
Department / Function:	Health & Medical Services
Reports to:	Manager – Health & Medical Services
Agreement / Non – EEA:	Common Law Contract
Classification – Grade:	SCHADS

About St John Ambulance Australia South Australia Ltd

St John is a charity in the South Australian community working for the Service of Humanity. Our vision for the future, whether acting alone or in partnership with others, is the provision of charitable and humanitarian services to individuals, groups and organisations. Our relief work for persons in sickness, distress, suffering or danger recognises no barrier of race, colour or creed. Within South Australia, St John engages some 1,500 volunteers supporting the community in the provision of First Aid services and Community engagement. St John also employs approximately 100 paid staff, located at State Office and across the state.

Position Summary

The Administration Officer will work within the Health & Medical Services Team of St John Ambulance SA to support daily operations and functions within the team. This non-clinical, office-based role will encompass bookings, administration support and other clerical duties.

Key Relationships

Number of Direct Reports:	<ul style="list-style-type: none"> • Nil
Key Internal Relationships:	<ul style="list-style-type: none"> • Manager, Health & Medical Services • Operations Team Leader, HMS • Bookings & Scheduling Coordinator • Operations Coordinator, HMS • Executive Director, Operations & Community Services / Chief Clinical Officer • Operational Volunteer Teams
Key External Relationships:	<ul style="list-style-type: none"> • Event Clients & Contractors

Key Accountabilities	Key Tasks	Measures
Health Services Operations	<ul style="list-style-type: none"> • Support the Bookings and Scheduling Officer with bookings, quoting and invoicing of clients. • Management of databases including DEMS & Salesforce to manage client data and information • Collation and management of statistical data as required (including post event data and filing of patient record forms) • Assist with clerical and administrative tasks within the Health and Medical Services Team. • Supporting the recruitment and onboarding process of new operational team members. 	<ul style="list-style-type: none"> • Timely bookings and invoicing • Client satisfaction • Compliance with policies, procedures, and licences • Achievement of operational targets
Reporting and Data Collation	<ul style="list-style-type: none"> • Collation of Patient Record Forms; • Completion of Post-Event Data; • Prepares and/or presents reports as directed by Manager 	<ul style="list-style-type: none"> • Timely and accurate reporting • Effective communication

	<ul style="list-style-type: none"> Identifies any operational process improvement strategies / cost-saving measures and discusses with Manager 	
Workplace Health & Safety	<ul style="list-style-type: none"> Ensure a safe and healthy work environment through compliance with WHS legislation and St John policies and procedures. Monitor and report on WHS arrangements in the learning environment Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to manager 	<ul style="list-style-type: none"> Meets requirements of Authority to Practice relative to own clinical level Work station self-assessment completed annually Maintain compliance by completing all required training Take a proactive and preventative approach to maintaining a safe work environment

Knowledge, Experience, and Capabilities

- Experience within a health-care administration or administration background.
- Experience with customer service / sales
- Ability to work in a dynamic, fast paced environment
- Maintain up to date knowledge and understanding of relevant best practice guidelines, regulations, and licences
- Exceptional organisational and planning skills, with the ability to manage multiple tasks and priorities
- Working knowledge of Microsoft Office suite

Personal Attributes

- Strong teamwork skills, with the ability to motivate and inspire team members to achieve their full potential
- Exceptional communication skills, with the ability to listen actively, convey complex information clearly, and build effective relationships with stakeholders
- High level of emotional intelligence, with the ability to manage and resolve conflicts in a constructive and positive manner
- A results-orientated mindset, with a focus on achieving targets and continuous improvement
- Flexibility and adaptability, with the ability to manage change and work effectively in a fast-paced, dynamic environment
- Strong problem-solving skills, with the ability to identify root causes and develop effective solutions
- Ability to collaborate with other teams and build effective working relationships
- Excellent time management skills, with the ability to prioritise tasks and manage competing demands effectively
- High level of integrity and professionalism, with a commitment to maintaining confidentiality

Required Qualifications / Certifications

- Qualifications in Health Administration / Business Administration (Preferred)

Essential Requirements

- Experience working in the administration or health administration
- Current C-Class South Australian Driver's License
- Must be prepared to relocate within St John should the need arise
- It is a requirement you undertake and hold a National Police Certificate and a current Working with Children Check both of which are acceptable to St John, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first 6 months of employment.

General Position Information

There may be a minor requirement to undertake work outside of normal business hours as required

Job and Person Specification Review and Acceptance

Job Holder	Name:	
	Signature:	
	Date:	
Supervisor / Manager	Name:	
	Signature:	
	Date:	

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