



Administration Team Member

About Us

Pacific Transcription (www.pacifictranscription.com.au) is an Australian owned company that specialises in delivering high-quality transcripts to private and government clients in areas such as finance and media, academic research, and legal and medical dictation. We are also certified resellers of specialist audio products and software (e.g. Olympus and Philips products) used in the transcription industry.

We are proudly certified to ISO9001 and in the final stages of certification to ISO27001.

Our continuing success is innately linked to the fact that we value our clients and take pride in the service we deliver.

About the Opportunity

We are currently seeking new members for our head office team based in Milton. The roles are casual with a core requirement of approximately 30 hours per week but with some flexibility about how that is achieved.

Our goal is to build the role, responsibilities and knowledge of team members over time to become key members of a high-performing administration team. The starting point for this journey is to learn about our industry and to do this you will be involved in conducting quality assurance on completed transcripts to immerse yourself in critical daily functions.

Over time you will take on other responsibilities such as dealing with client enquiries, but an end-point can see someone growing to specialise in roles suited to their skills and interests. Streams of specialising can include:

- Dealing directly with clients to answer queries, explain services and win new business through understanding and meeting the needs of new clients, OR
- Being involved in the Products team supporting sales of our specialised audio software and products, OR
- Being involved in the heart of our business making key operational decisions on a minute-by-minute basis about how we optimally meet the needs of up to 1000 active clients, each with unique needs and requirements, OR
- Working with the technology that supports our business.

About You

To enjoy success in our business, it is critical that you:

- Are a skilled communicator (written and spoken including telephone) and very fluent in English language and expression,
- Have an eye for detail and understand the critical need to follow good process,
- Have an inquiring mind and an ability to problem-solve,

- Are self-motivated and have the capacity to work efficiently at times of tight deadlines and time pressures,
- Enjoy being part of a team and combining your efforts with the efforts of others to achieve team success,
- Have good computer skills, particularly:
 - Demonstrated ability to learn new computer systems; and
 - Touch typing speed of at least 50 words per minute, and
- Intimately understand that the future of any business lies in efficiently and professionally delivering client satisfaction.

Benefits

In return, we offer you:

- A positive work environment with supportive and friendly managers and co-workers;
- A competitive rate of pay (to be negotiated with successful applicants using the Private Sector Clerks Award as a guide);
- Brand new office premises at Milton, close to public transport (on-site parking may be negotiated depending on the needs of the successful candidate);
- A Long-term opportunity to develop a wider role within the company commensurate with skills and interest.

Over the last 10 years we have successfully partnered with over six people who have been re-joining the workforce after an extended break and we are very used to negotiating flexibility around other needs in life.

How to Apply

To apply, please email your CV, and a cover letter addressing the selection criteria from the “**About You**” section, to officeapplications@pacifictranscription.com.au