

Position Description

Title	Invoicing & Administration Clerk – Surgical Services	Position Reports to	NUM – Perioperative Services
Classification	HS17	Employment Status	Fixed Term / 0.4 EFT
Enterprise Agreement	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2025-2027		

As Australia's only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital's (the Eye and Ear) has been providing care for the senses for over 160 years. The Eye and Ear has over 90 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for 160,000 outpatients, 45,000 emergency patients and over 16,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our focus is providing the very best patient care possible. We strive to apply new and effective models of care, invest in research and training and share our knowledge to improve eye and ear health. We will inspire and advance specialist eye and ENT care.

At the core of everything we do are our Guiding Principles:

- **Integrity** – We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.
- **Inclusive and Accessible Care** – We are compassionate, thoughtful and responsive to the needs of our consumers
- **Collaboration** – We communicate openly, respect diversity of views and skills, and work effectively with partners and in multidisciplinary teams to deliver optimal outcomes
- **Excellence** – We give our personal best at all times, deliver exemplary care and experience, monitor performance, and seek continuous improvement through innovation

Please read our full Strategic Plan here:

<https://eyeandear.org.au/about/publications/strategic-plan/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the [Child Safe Standards](#).

The Eye and Ear is a smoke free environment.

Position Summary:

The Invoicing & Administration Clerk supports the accurate and timely processing of invoices and purchase orders across Surgical Services. The primary workload is Intra-Ocular Lens (IOL) invoices, with additional scope covering HITH, PMAC, Eyebank/LIONS, NSW Health Tissue Bank, and repairs or service contracts. The role also provides general clerical support to the Perioperative Services team as required.

- Accurate receipt, validation, and processing of invoices in line with supplier agreements and hospital financial controls
- Management of the IOL shared inbox, including categorisation, filing, and correspondence with suppliers
- Identification and management of invoice discrepancies, including supplier follow-up and escalation
- Purchase order raising in Workplace as directed by the NUM or Perioperative Services Manager
- General clerical and administrative support to the Perioperative Services team as required

Key Responsibilities / Performance Outcomes:

Key Responsibilities / Performance Outcomes

1. **Accurate Invoice Processing and Financial Controls** – Ensure all invoices are accurately validated, reconciled, and processed in Workplace within agreed timeframes. Maintain a zero sustained backlog and support audit compliance.
2. **Work within Financial and Procurement Frameworks** – Ensure all invoicing and purchasing activity is conducted in accordance with RVEEH procurement policies, supplier agreement terms, and applicable financial controls.
3. **Customer Service**

To maintain professional and responsive communication with internal stakeholders and external suppliers. This includes:

- Responding to supplier and internal queries in a timely and professional manner.
- Managing supplier correspondence through the IOL inbox and individual email as required.
- Escalating unresolved supplier issues to the NUM within agreed timeframes.
- Maintaining the supplier contact directory and discrepancy register.
- Building effective working relationships with Finance, suppliers, and clinical staff.
- Representing the department professionally in all written and verbal communications.
- Supporting a culture of accuracy, accountability, and continuous improvement.

4. **Invoice Processing and Data Entry**

To ensure all invoices and purchase orders are processed accurately and in a timely manner in Workplace. This includes:

- Processing IOL, HITH, PMAC, Eyebank/LIONS, and NSW Health Tissue Bank invoices in Workplace in accordance with the Invoicing & Administration Clerk SOP.
- Validating invoices against mandatory fields and reconciling against theatre usage records prior to processing.
- Raising purchase orders in Workplace as directed by the NUM

Contributing to the efficient operation of Surgical Services by:

- Maintaining accurate filing of invoices to the shared drive in accordance with the IOL inbox management process.
- Maintaining the discrepancy register and following up outstanding items with suppliers.

- Handling all patient identifiers contained within invoices in accordance with the Privacy Act 1988 and RVEEH privacy policy.
- Completing weekly and monthly reporting to the NUM on invoice volumes, backlog, and discrepancy status.
- Providing general clerical and administrative support to the Perioperative Services team as directed.
- Ensuring stationery and consumables are maintained at appropriate levels for the department.
- Maintaining accurate records to support audit readiness and financial compliance.

5. Teamwork and Communication

To be a contributing member of the Perioperative Services team and work towards a harmonious and efficient working environment. This includes:

- Developing and maintaining good working relationships with your colleagues and all hospital staff.
- Attending inter and intra-departmental meetings as required.
- Participating in relevant service improvement activities.
- Ensuring relevant information is communicated to your colleagues in a timely manner.
- Initiating and developing improved processes that contribute to better service delivery.

6. Communication and Correspondence Management

- To manage written and verbal communications professionally and efficiently. This includes:
- Managing the IOL shared inbox including categorisation, filing, and timely response to supplier correspondence.
- Responding to telephone and email enquiries in a timely and professional manner.
- Providing accurate information to suppliers and internal stakeholders or directing queries to the appropriate contact.
- Ensuring all supplier correspondence is documented and retained in accordance with the invoicing SOP.
- Supporting emergency administrative requirements as directed by the NUM.

7. Personal Development

- To demonstrate a commitment to own professional development.
- Attendance at relevant Hospital in-services per year including fire and safety training and completion of all relevant mandatory training modules

Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

Having an understanding of working within your role and responsibilities outlined in the [Quality and Clinical Governance Framework](#) to deliver safe high quality and person-centred experience and care.

- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.

- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the [Data Integrity Framework](#)

Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Experience		• Previous experience in a clerical role • Previous medical or hospital position
Competencies	• Good communication and customer service skills • Computer literacy, preferably in patient information systems • Demonstrated ability to perform tasks accurately, in an organised manner according to deadlines. • Demonstrated initiative and enthusiasm • Demonstrated ability to work in a team environment. • Ability to work collaboratively with peers as part of a team to achieve successful outcomes • Demonstrated problem solving skills • Attention to detail • Good organisational skills • Initiative and self-direction and	• Medical Terminology • Understanding of Victorian public hospital system • Computer proficiency with a patient or financial management system • Experience with invoice processing, accounts payable, or financial administration • Familiarity with procurement or ERP systems (e.g. Workplace, TechOne, or similar)

	promotes and pursues service excellence • Basic computer and keyboard skills • Flexibility and adaptability	
--	---	--

Reporting Lines

Position Reports to NUM – Perioperative Services

Key Working Relationships

(Internal)

- Nurse Unit Managers
- Nursing Staff
- Medical Staff
- Allied health Staff
- Accounts payable & finance staff
- All other hospital staff

(External)

- Suppliers (IOL, HITH, PMAC, Eyebank/LIONS, NSW Health Tissue Bank, repairs/service vendors)

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working with Children Check.

Author of Position Description or Manager of Position:

Name Laura O'Connor

Date July 2026

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description.

Name: _____

Signature: _____

Date: ____ / ____ / ____