

# JANE METCALFE

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## ADMINISTRATION & CUSTOMER SERVICE PROFESSIONAL

Personable, self-motivated, diligent and driven administration professional with over 25 years of experience delivering high standards in administration, customer service, financial administration and client support. Advanced organisational ability, time and workload management with the capacity to juggle multiple tasks seamlessly and contribute to positive and harmonious working environments. Exemplary communication skills with the capacity to liaise at all levels and resolve conflict. Highly IT literate and client-focused.

### CORE COMPETENCIES

- Communication
- Negotiation/Liaison
- Client Service Excellence
- Reception/Switchboard
- Financial Administration
- Team Development
- Conflict Resolution
- Word-Processing
- Office Management
- Data Entry/Typing
- Audio Typing
- Accounts/Payroll
- System Improvement
- Relationship Management

**Technology Skills:** Word • Excel • PowerPoint • Access • Internet • Outlook • SAP • MYOB

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## PROFESSIONAL DEVELOPMENT

Certificate III in Business Administration • TAFE  
Certificate I in Information Technology • TAFE  
Introduction to SAP • Hayes Private College

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## EMPLOYMENT CHRONOLOGY

BRISBANE DENTAL CLINIC, *Brisbane*

since 1998

### Receptionist/Practice Manager

Fast-paced, dental practice management role for leading Brisbane dental clinic. Diverse role focused on ensuring high standards in patient care through prompt response to issues and commitment to quality management practices. Oversaw all aspects of administration, coordinated payroll, responded to issues, undertook all aspects of accounts and acted as primary point of contact for all financial administrative issues.

### Contributions:

- **System Improvement:** Designed and implemented electronic resources to replace manual paper-based system resulting in greater levels of productivity and improvement to practice processes.
- **Operational Efficiencies:** Undertook all aspects of administration including drafting correspondence, responding to emails, compiling reports and updated and maintained records and information.
- **Staff Supervision:** Led small team of junior administrative staff, conducted performance reviews and led work experience initiatives.
- **Confidential Records-Management:** Developed and implemented paper and electronic records systems designed to manage and accommodate large volumes of information and data.

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## EMPLOYMENT CHRONOLOGY CONTINUED.....

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- **Technology:** Attended software training courses and introduced spreadsheets designed to record financial information and data ensuring compliance with generally accepted accounting standards and practices
- **Service Delivery:** Ensured high levels of customer satisfaction through positive and proactive approach, willingness to resolve issues and take ownership for tasks.

GOLDEN CASKET, *Ipswich*

1990–1998

### **Relief Manager**

Led small team of retail staff at family-owned and run retail store. Initially employed as retail consultant but following strong performance record was promoted to relief management position. Oversaw all aspects of sales, customer service, marketing, promotions and operations.

### **Contributions:**

- **Process Improvement:** Ensured compliance with workplace health and safety legislation, participated in training opportunities and complied with company policies and procedures.
- **Team Leadership:** Supported and led small team of junior employees. Responded to issues as they arose, provided coaching and mentoring and assisted with recruitment of sales consultants.
- **Customer Service:** Consistently achieved a high level of customer satisfaction by resolving customer issues promptly and communicating openly regarding issues that affected them.

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## EARLIER EXPERIENCE

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- LJ Hooker, **Receptionist/Office Manager**
- Commonwealth Bank, **Bank Teller/Customer Service Officer**

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## REFERENCES

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Available upon request