



Operations Administrator

- Work for Australia's most trusted and iconic charity
- Permanent Part-Time position available
- Access to NFP salary packaging options to reduce your taxable income

About Us

When people talk about the Flying Doctor, thoughts generally turn to red-bellied planes undertaking rescue missions in the Outback. However, the current Victorian story is one that reflects today's challenges for people living in remote and rural communities across the state. While we do still transport people by air and by road, this work is complemented by a range of primary health services that address the most common issues people living in country Victoria face when accessing health care.

About the Role

The Operations Administrator is a frontline role within the Operations Centre, providing intake, coordination, and administrative support across Patient Transport (road and air), Community Transport, and Health Programs. Acting as the primary point of contact, you will manage enquiries, bookings, and notifications while ensuring accurate data capture and timely access to services. Working within a fast-paced, task-based environment, you will triage and escalate matters appropriately to support safe, efficient, and person-centered service delivery. This role plays a key part in enabling operational teams to focus on more complex work by managing high-volume, short-duration tasks.

Offered as a flexible 0.52 FTE hybrid position (4 hours per day across Monday to Friday) this role is well suited to a university student, parent or return-to-work professional and can be based in Richmond office or at one of our regional branch locations.

Key responsibilities include but not limited to:

- Acting as the primary point of contact for enquiries, managing phone, email, and digital communications to ensure timely and accurate responses
- Processing service bookings, changes, and notifications in line with established procedures and service guidelines
- Capturing and maintaining accurate data across operational systems while monitoring workflows and ensuring follow-up actions are completed

- Applying structured intake and triage processes to assess urgency and direct requests appropriately within the Operations Centre
- Identifying and escalating complex, time-critical, or risk-related matters with clear and accurate handovers
- Adapting communication style to engage effectively with diverse stakeholders, including vulnerable individuals
- Supporting service continuity through roster participation, staff notifications, and coordination with operational teams
- Maintaining data integrity, confidentiality, and compliance while collaborating with teams to ensure seamless service delivery

To be successful, you will need:

- Strong organisational skills with the ability to manage competing priorities and deliver tasks efficiently
- Excellent written and verbal communication skills, with a professional and empathetic approach
- High attention to detail, ensuring accuracy across data entry, documentation, and correspondence
- Proficiency in Microsoft Office, SharePoint, and confidence using and learning new systems
- Experience in a frontline administrative, customer service, or operational support role within a fast-paced environment
- Ability to handle sensitive information with discretion and in line with privacy requirements
- Strong interpersonal skills with the ability to engage effectively with diverse stakeholders
- Experience in healthcare, community services, transport, or not-for-profit environments (desirable), with relevant qualifications also highly regarded
- Satisfactory completion of safety screening including a current Working with Children's Check, National Police Check, and the right to work in Australia.

What working at RFDS can offer you:

- 5 weeks annual leave
- Access to NFP salary packaging options to reduce your taxable income
- Employee Assistance Program (EAP)
- Fitness passport – a discounted gym membership to gyms and pools that both you and your family can enjoy
- Access to discounted private health insurance and other benefits from our corporate partners
- Great parental leave benefits in addition to government parental leave.

Need more information?

For any enquiries, please email careers@rfdsvic.com.au

To access the position description and to apply please click the 'Apply' to be redirected to our Career Centre.

Applications close on 4pm Thursday 8 July 2026

Please note that we are unable to accept late applications, or applications submitted via email.

We aim to fill vacancies as quickly as possible. This means that we will close advert as soon as we have found the right candidate, and this may be before the published closing date. We would therefore advise interested applicants to apply as early as possible.

The Royal Flying Doctor Service, Victoria, is committed to creating a diverse environment and is proud to be an equal opportunity employer. We encourage applications from individuals of underrepresented backgrounds to apply, including but not limited to, those from Aboriginal and Torres Strait Islander, culturally and linguistically diverse and LGBTQI communities.