



Position Description

Position title:	Customer Care Operator - Specimen Reception
Salary range:	VCGS Professionals & Administrative Salaries Level 3 Step 1 – Level 3 Step 6
Reporting manager:	Customer Care Group Team Leader
Home group:	Customer Care Group

Who we are

Victorian Clinical Genetics Services (VCGS) is a not-for-profit subsidiary of the Murdoch Children's Research Institute. We provide a wholly integrated genetic testing, diagnostic and counselling service for health professionals, patients, and their families across Australia and New Zealand.

Our clinical geneticists and genetic counsellors work closely with our medical scientists to provide the most accurate interpretation for complex genetic tests. VCGS also plays an important role in research and development, driving translational research and policy development in genetics.

Our values

People at VCGS follow our values



Value people first

People are at the core of our business. We lead with empathy. We display compassion and respect towards each other, our patients and the community.



Build trust

We communicate and act with transparency, sincerity, and truthfulness in all aspects of our work.



Pursue excellence

We share a commitment to delivering high-quality, sustainable science and services. We acknowledge mistakes and encourage each other to learn and grow.



Be innovative

We encourage curiosity, collaboration and critical thinking. We value new ideas, and continuous improvement.

Position Overview

Specimen Reception forms part of the Customer Care Group within VCGS Laboratory, which provides essential pre-analytical support to VCGS diagnostic laboratories and, where required, MCRI research laboratories.

The primary purpose of the role is to ensure all specimens received by VCGS are processed accurately, efficiently and within required timeframes. Based in Specimen Reception, the position is responsible for triaging, registering, labelling, and distributing a wide range of pathology specimens based on priority. The role also includes entering and verifying patient details, clinical information and test requests in LabWare LIMS.

The successful candidate will review incoming specimens and request forms to ensure they meet VCGS procedures, acceptance criteria and relevant NATA requirements. Where information is incomplete, unclear or non-compliant, the role will liaise with internal stakeholders, external laboratories, medical practitioners and clinics to resolve issues promptly. Additional responsibilities include troubleshooting specimen issues, processing add-on test requests, completing administrative duties, a second checking workflow, SOP maintenance, and supporting a range of Customer Care workflows as required.

The role requires a high level of accuracy, attention to detail, accountability and customer service. Strong communication and interpersonal skills are essential, along with the ability to work collaboratively, manage competing priorities, perform effectively with minimal supervision and maintain professionalism during periods of high workload.

The Customer Care Group may operate Monday to Friday between 7:00 am and 7:00 pm. The successful candidate will be required to work rostered shifts across these operational hours.

Key Accountabilities

- Available to work a rotating roster between the hours of 0700 and 1900 – the occupant of this position must be flexible and willing to work at any time during our operating hours where required
- Receive, triage and distribute all samples that arrive into the laboratory
- Check sample labelling requirements are met as per NATA guidelines
- Register specimens and request details into the LIMS (LabWare)
- Process Electronic Order requests
- Respond to telephone and email enquiries and/or direct calls appropriately
- Troubleshooting sample and testing specifics
- Set-up of samples for DNA Extraction lab, including second checking IDs and prioritising samples
- Receive and store laboratory consumables
- Having a clean laboratory work area and always maintain it in a neat and tidy condition
- Operate and maintain basic laboratory equipment as required
- Adhere to the pathology quality system requirements and Standard Operating Procedures (SOPs)
- Perform courier duties in collection of specimens and delivery drop-offs
- Be an active team member by taking on activities within your own area of responsibility and by assisting across the team
- Understand the processes of your work area and have awareness of the processes of other related work area functions
- Train other staff in your designated responsibilities as required to ensure appropriate back up
- Provide relief cover within the group as the need arises or as directed

Selection Criteria

Essential

- Certificate or Diploma in Medical Laboratory Technology or equivalent desirable
 - A minimum of 2 years' experience in a NATA accredited high through-put pathology specimen reception
 - A conscientious and responsible approach to laboratory support work
 - Critical eye for detail
 - Demonstrated ability to assist and support change.
 - Ability to work to a high standard of accuracy as is required in a diagnostic laboratory
 - Ability to manage time effectively, problem identify and solve, prioritise tasks/workload
 - Effective written and verbal communication skills
 - Ability to work independently or within a team as required
 - Mid-range computer skills including familiarity with MS Office products (Word, Outlook, Excel)
 - Demonstrable experience in troubleshooting
 - A strong work ethic
-

Conditions of employment

- Keeping children safe is our highest priority. We maintain rigorous safeguarding standards and employ comprehensive screening processes to ensure the safety of the children we work with. This includes mandatory screening processes for all successful candidates, including:
- Valid Working with Children Check (or equivalent)
- Satisfactory criminal record check
- The right to reside and work in Australia and you meeting any applicable visa conditions

Health, Safety & Wellbeing

- We are committed to providing and maintaining a working environment which protects the health, safety and wellbeing of our people, partners and the community
 - Employees conducting duties on behalf of VCGS are expected to meet the environment, health and wellbeing requirements and responsibilities specifically required for the role
 - We are committed to supporting children in their right to be safe and adhere to the responsibilities we have to ensure their protection and safety as per the Child Safety Policy
 - The Institute is committed to the safety of children and young people, and takes a zero-tolerance approach to all forms of child abuse, exploitation and harm. The Institute prioritises child safety in our decision-making at all levels of the Institute and supports our employees to understand and enact their safeguarding responsibilities
 - We are committed to a diverse, inclusive workplace where all staff are supported to reach their full potential, regardless of gender, career status, age, disability, cultural background, religion or sexual orientation. Staff contribute to campus efforts in gender equity, diversity, inclusion and wellbeing through participation, active learning and by role modelling our values
 - Specified positions may be subject to medical review to ensure that the inherent requirements of the role can be undertaken safely
-

As VCGS evolves to meet its changing strategic & operational needs and objectives, so will the roles required of its employees. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. This position description is intended to provide an overall view of the incumbent's role as at the date of this statement.