Operations Coordinator:

Client Service, Inventory and Projects

Part-Time +/- Jobshare, Farm Vet Practice, Maffra

Help run a busy farm vet practice. School hours



Herd Solutions is a small veterinary practice working only with sheep, beef and dairy farms in Gippsland. We're growing, and we need capable, tech-savvy people to help the whole business run smoothly.

Why you'll like working here

- **Work that fits your life.** 9am to 1:30pm, close to home, with afternoon hours possible as we grow.
- **Autonomy to develop your expertise.** You'll have the freedom to shape your area, build on your strengths and have your input valued, and the practice will grow around what you bring.
- **A friendly team.** We take the work seriously, not ourselves. A good sense of humour and the ability to fit into a team are real assets here.
- **Work that matters.** Excellent client service means farmers get the products and information they need on time, which keeps farms and animals looked after.
- **A varied day.** You'll work alongside vets and local farmers and see how a rural practice really runs.
- **Room to grow.** More hours and responsibility as the practice expands.

Pay: Permanent part-time starting at $36 to $45 an hour, plus super, depending on experience, with the possibility of a rapid pay rise if you fit in well, and more hours if that makes a difference to you

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The role

This could be one person working five days a week, or two people sharing it: one focused on client service and inventory, and one on logistics and projects. If both aren't your strengths, please apply. Tell us which suits you. Either way, the job is helping the whole practice work well, so we all pitch in where needed.



Client service and inventory

- Answering phones and emails and making sure clients get the products and service they need on time
- Keeping client records accurate in our practice management system
- Stock control, ordering, stocktakes, expiry and batch tracking, and managing suppliers
- Invoicing and charging queries, with stock and accounts support as you settle in

Logistics and projects

- Coordinating farmer discussion groups and farm projects: venues, invitations, RSVPs, attendance and follow-up
- Excel tracking of schedules, participants and project data
- Social media, posters and flyers for farmer events
- Occasional on-farm work

Shared across the team

- Booking and managing visits to farms – ensuring the vet's day flows
- Practical tasks such as cleaning, sterilising and restocking vet equipment and vehicles, and some basic lab work
- Shop front reception - but as we go out to most of our clients, this is not a major part of the role

What to expect

You'll run your own area and use your own judgement, working within the practice's protocols. Vets deal with emergencies, so plans change. When one happens, you may need to drop what you're doing to help reschedule visits and keep everyone on track. Your own hours stay the same.



About you

- Self-directed and able to manage your own workload, with respect for established procedures
- An enthusiastic and easy to get on with team player, who steps up when plans change
- Tech-savvy and keen to adopt new systems
  Able to use spreadsheets and write professional emails
- Experience with a practice management or customer management system desirable
  Familiarity with accounting software such as Xero is a plus.
- Excellent attention to detail and accurate data entry, who meets deadlines and sees tasks through
- Ability to organise multiple activities and priorities effectively
- Honest and trustworthy
- A good understanding of farming, ideally from a farming background
- Current driver's licence

Pay:

Permanent part-time starting at $36 to $45 an hour, plus super, depending on experience, with the possibility of a rapid pay rise if you fit in well, and more hours if that makes a difference to you

Starts mid-late November – or before if you are available

Applications close November 14th– or before if we find the right applicant!

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To apply

Call 0466 083973 and leave a message with your name, number, which stream you're applying for, and your answers to the 5 questions on our message bank.

This is the ONLY way to apply – please do not send us a written application or CV at this stage



0466 083973



Perhaps now is not the right time. But you know someone else who might be the perfect fit who you can connect us with.

We will pay you $500 if you refer us the person who we employ.

Either send them this ad or fill in this brief form, and we'll contact them: https://forms.gle/VxMTS7eDNZVwTMBw6

Either way, fill out the Google Form - it has the T&C for the offer and we need your details to pay you your reward!

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