



Employee Position Description

Position Details				
Position Title: Customer Service Officer – Community Hub	Department: Customer Service	Agreement: Victorian Stand-alone Community Health Services (Health And Allied Services, Managers And Administrative Officers) Multiple Enterprise Agreement 2022-2026		
Reports To: Customer Service Manager	Location: Belgrave/Camcare/Trentwood			
Direct Reports: None	Employment Status: Part Time/Full Time	Classification: M&A Grade 1		
Position Primary Purpose				
The purpose of this Community Hub Customer Service Officer role, is to provide an excellent and consistent experience to our community members by providing a friendly barrier free and welcoming service. This is achieved by contributing to a welcoming, and barrier free environment in our sites, delivering great customer service when greeting and supporting our clients on site, and supporting our operations to run smoothly through high quality administrative support.				
Decision Making Authority		Key Relationships		
Decisions made independent of Manager In accordance with standard operating procedures, site manuals and delegated authority.		Internal - AccessHC frontline staff, contractors and volunteers - Customer Service Officers at other sites - Managers and Leaders - Corporate and Support staff including, especially facilities, finances, safety & welling and information technology External - Clients, Group Participants and their carers - Room hirers and other visitors to the hub - Staff and volunteers from co-located services - External Contractors (e.g. maintenance) - External Stakeholders (e.g. local government, VicPol, Community services)		
<i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i>				
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Key Accountabilities	
Focus Areas	Responsibilities
Operations Support	Providing effective administrative support so our operations run smoothly, including: • Coordinating ad hoc and ongoing room bookings • Assisting groups and room hirers with room set up • Daily banking • Liaising with other building hirers • Assisting with the compilation of reports for funding bodies as directed
Customer Service	• Delivering an exceptional experience to our clients when they attend our sites including: • Providing a welcoming, friendly, barrier free and efficient reception service to all clients attending AccessHC sites • Providing clients with information about the services and activities offered by AccessHC and eligibility criteria • Provide information about all Hub services and organisations, including any follow up required • Supporting customers to connect with our services directly or by referring them to the appropriate team • Observing strict confidentiality in accordance with the policies and procedures • Handling client complaints, feedback and incidents utilising the VHIMS system, escalating where required to achieve resolution • Booking and rescheduling appointments for customers attending our premises in person • Collecting and processing payments and claims for services delivered, reconciling daily banking and petty cash • Photocopying, filing, scanning, emailing, faxing, client documents • Processing recalls and reminders for customers • Distributing daily mail and faxes to appropriate staff • Update procedure manuals as required

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Site Coordination	Under the direction of the Customer Service Manager and Safety and Wellbeing Advisor, ensure that designated sites are safe, welcoming and appropriate including: • Participating in regular safety reviews and emergency drills, including identifying and managing hazards • Ensuring the site is well stocked with consumables and stationery • Ensuring the site is clean, well maintained and welcoming • Observing infection prevention and control guidelines in accordance with the policies and procedures of the organisation • Working with IT where required to ensure site equipment is appropriate and in good working order • Liaising with cleaning and maintenance contractors where requested
Work Environment	Under the direction of the Customer Service Manager ensure that the work environment is safe and welcoming including: • Conducting daily opening and closing procedures • Maintaining areas of the site(s) to ensure they are kept clean, tidy, accessible and free from hazards • Ordering stationery and supplies
Team work, Quality Improvement and Professional Development	Under the direction of the Customer Service Manager support the team to deliver exceptional service including: • Participate in team and service planning, workplace wellbeing activities and other projects as required • Undertake all training required for Access Health including that which relates to the specific site • Participate in the creation of a culturally safe environment for staff, clients and the community in line with Access Health commitment to cultural diversity and inclusiveness
AccessHC Values	Through actions and behaviour, demonstrate AccessHC Values of; <i>Equity, Collaboration, Respect, Innovation and Quality</i>
Governance and Compliance	• Act in accordance with AccessHC's policies, procedures and code of conduct • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position • Participate in mandatory training requirements to support the delivery of a safe and effective service

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Workplace Health and Safety	Act in accordance with health and safety policies and procedures at all times All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct		
Selection Criteria			
Mandatory selection criteria items • Police Check • International Police Check (if living or working overseas within the last ten years) • Working With Children Check • Driver's Licence (preferred but not essential) Key selection criteria items • Experience in a customer-facing role; such as reception, community hub, retail or hospitality • Excellent communication and interpersonal skills • Strong organisational skills with attention to detail • Experience in using Microsoft Office Suite and other relevant software applications • (TRAKCare, Pracsoft, HICAPS, Medical Director Clinical or Titanium) is essential		Attributes we value • Strong customer service skills • Strong communication and interpersonal skills • High level of cultural sensitivity and awareness • Commitment to continuous quality improvement • A willingness to learn new skills • Effective time management and prioritisation skills • Well-developed presentation and written communication skills • High level of accuracy and attention to detail • Strong problem solving and negotiation skills • Demonstrated ability to work independently and in a team environment • Demonstrated behaviours consistent with AccessHC values	
Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner.			
Authorisations			
Employee Name: Signature: _____ Date: / /		Manager Name: Signature: _____ Date: / /	

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