

## Employee Position Description

Position Details		
<b>Position Title:</b> Customer Service Officer	<b>Department:</b> Client Support	<b>Agreement:</b> <i>Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi-Employer) Enterprise Agreement 2022-2026</i>
<b>Reports To:</b> Customer Service Manager	<b>Location:</b> Various	
<b>Direct Reports:</b> None	<b>Employment Status:</b> Various	<b>Classification:</b> Grade 1
Position Primary Purpose		
<p>The primary objective of this role is to establish and maintain the highest standards of customer service satisfaction across AccessHC sites.</p> <p>The purpose of this role is to provide an excellent and consistent experience to community members attending all of our sites by creating a welcoming, and accessible barrier free environment through exceptional customer service, and offering seamless administrative support to ensure efficient operations, working across PPCC, Primary Care Services, General Practises, Dental, and additional service offerings.</p> <p>This role could be transferable across the PPCC, Richmond, Doncaster, Hawthorn, Ashburton, Templestowe, Greythorn, and other ad-hoc sites and projects across the organisation. Evening and weekend work will be required at times, when supporting our services.</p>		
Decision Making Authority		Key Relationships
<b>Decisions made independent of Manager</b> <ul style="list-style-type: none"> <li>In accordance with the Delegated Authorities</li> </ul>		<b>Internal</b> <ul style="list-style-type: none"> <li>Customer Support team</li> <li>Managers and Senior Managers</li> <li>Front-line staff and volunteers</li> </ul> <b>External</b> <ul style="list-style-type: none"> <li>Customers</li> <li>Partner service providers</li> </ul>

*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.*

Key Accountabilities				
Focus Areas		Responsibilities		
Customer Service		<b>Delivering an exceptional experience to our customers when they attend our sites including:</b> <ul style="list-style-type: none"><li>• Providing a welcoming, friendly and efficient customer service to all customers attending AccessHC sites</li><li>• Providing customers with information about the services and activities offered by AccessHC and eligibility criteria</li><li>• Supporting customers to connect with our services directly or by referring them to the appropriate team</li><li>• Observing strict confidentiality in accordance with the policies and procedures of the organisation</li><li>• Arranging and co-ordinating interpreting/translating services when required</li><li>• Handling client complaints and feedback, escalating where required to achieve resolution</li><li>• Booking and rescheduling appointments for customers attending our premises in person or via telephone</li><li>• Collecting and processing payments and claims for services delivered.</li><li>• Working across PPCC, Richmond, Doncaster, Hawthorn, Ashburton, Templestowe, Greythorn, and other ad-hoc sites and projects across the organisation</li><li>• Undertaking other duties as required</li></ul>		
Operational Support		<b>Providing effective administrative support so our operations run smoothly, including:</b> <ul style="list-style-type: none"><li>• Registering new clients for services when they attend sites</li><li>• Maintaining and updating client records and files</li><li>• Photocopying, filing, scanning, emailing, faxing, medical reports/patient results</li><li>• Processing recalls and reminders for customers</li><li>• Processing, reconciling and resolving claims and overdue accounts</li><li>• Assisting with the compilation of reports for funding bodies as directed</li><li>• Ensuring backup of computer system as required and assist in the operation of the computer system</li><li>• Distributing daily mail and faxes to appropriate staff</li></ul>		
Work Environment		<b>Under the direction of the Customer Service Manager ensure that the work environment is safe and welcoming including:</b> <ul style="list-style-type: none"><li>• Conducting daily opening and closing procedures</li><li>• Maintaining areas of the site(s) to ensure they are kept clean, tidy, accessible and free from hazards</li><li>• Maintaining and stock clinic/consultation rooms with consumables and stationary</li><li>• Preparing consultation room(s) for the day</li><li>• Ordering stationery and supplies.</li><li>• Completing site specific duties as advised.</li></ul>		
AccessHC Values		<ul style="list-style-type: none"><li>• Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Equity, Collaboration, Respect, Innovation and Quality</i></b></li></ul>		
Governance and Compliance		<ul style="list-style-type: none"><li>• Act in accordance with AccessHC's policies, procedures and code of conduct</li><li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position</li><li>• Participate in mandatory training requirements to support the delivery of a safe and effective service</li></ul>		
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Key Accountabilities	
Focus Areas	Responsibilities
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>Act in accordance with health and safety policies and procedures at all times</li> <li>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</li> </ul>
Selection Criteria	
<b>Mandatory selection criteria</b> <ul style="list-style-type: none"> <li>Police Check</li> <li>International Police Check (if living or working overseas within the last ten years)</li> <li>Working With Children Check</li> <li>Driver's Licence (preferred but not essential)</li> </ul> <b>Key Selection Criteria</b> <ul style="list-style-type: none"> <li>Experience in a customer-facing role; such as reception, retail or hospitality</li> <li>Experience in using Microsoft Office Suite essential, and other relevant software applications desirable (TRAKCare, Pracsoft, HICAPS, Medical Director Clinical or Titanium).</li> </ul>	<b>Attributes</b> <ul style="list-style-type: none"> <li>Strong customer service skills</li> <li>Strong communication and interpersonal skills</li> <li>High level of cultural sensitivity and awareness</li> <li>Commitment to continuous quality improvement</li> <li>A willingness to learn new skills</li> <li>Effective time management and prioritisation skills</li> <li>Well-developed presentation and written communication skills</li> <li>High level of accuracy and attention to detail</li> <li>Strong problem solving and negotiation skills</li> <li>Demonstrated ability to work independently and in a team environment</li> <li>Demonstrated behaviours consistent with AccessHC values</li> </ul>
<p>Access Health and Community is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with mental health and/or AOD recovery experience, and those with diverse genders and sexualities.</p> <p>At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.</p> <p>We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. Access Health and Community acknowledges the Wurundjeri Woi-wurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded.</p> <p>As a vaccine positive organisation, we encourage COVID-19 vaccinations. We require successful applicants to undergo a, Working With Children Check, Police Check and potentially an International Check.</p>	
Authorisations	
<b>Employee Name:</b> <b>Signature:</b> _____ <b>Date:</b> /    /	<b>Manager Name:</b> <b>Signature:</b> _____ <b>Date:</b> /    /

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