

Position Description



Position Title

Customer Service Specialist

Program

Organisational Support & Development

Team

Service Access and Support

Classification Grade & Level

Clerical Worker Grade B, (level depending on skill and experience) + superannuation

Enterprise Agreement(s)

Health & Allied Services, Managers and Admin Officers EA

Choose from drop down menu:

Choose from drop down menu:

- Full-time
- Part-time FTE _____ [min 0.1 max 0.9]
- Casual

And

- Permanent on-going
- Fixed Term
- From 15 /03 /20 to 31 /12 /20

Fixed Term Reason:

- Parental Leave Replacement
- Long Service Leave Replacement
- Specific Project or Purpose

Position Number

VAC0810

Position reports to:

Service Access Coordinator

Ordinary location(s)

Prahran, South Melbourne & St Kilda

Recruitment contact

Email: recruit@starhealth.org.au

Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of **health and wellbeing for all**, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

Website Information:

www.starhealth.org.au

Star Health offers a comprehensive and industry leading suite of Employee Benefits.

See:

<https://www.starhealth.org.au/careers/employee-benefits>

Status: Internal; Confidential

PD version: 16 / 03 / 2021

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PD: Customer Service Specialist

Primary Responsibility

Our Customer Service Specialists support the experience of our clients to ensure that they always receive a personal and professional service. We strive to ensure that access into our services is as easy for the client as possible.

As a member of the team your role is to manage incoming queries relating to our services, process administrative requests and support our clinicians to ensure appointment slots are full and clients are aware of any updates relating to service delivery.

Other Key Responsibilities

- Support the client journey through our various access points - phone, reception, email & other
- Schedule and update appointments for clients via various client management systems
- Provide reception support for one or more of our 5 sites across GP, Dental and Allied Health services
- Work collaboratively with the broader team to ensure critical work is achieved and continuous improvement remains front of mind
- Promote a safe, inclusive and respectful work environment for all
- Attend mandatory training as required (both face-to-face and online)
- Be the face and voice of the Organisation to clients, staff, stakeholders and the communities we support
- Other work as directed by the Service Access Coordinator and senior management

Key Capabilities – Essential

Knowledge and skills

Intermediate PC skills and an understanding of the core MS Office applications

Ability to work in a team, under pressure and autonomously whilst managing competing demands

Strong verbal and written communication skills with a high level of attention to detail

Understanding of confidentiality and privacy within the health sector

A commitment to first contact resolution across multiple access points

Qualifications [Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)]

Essential

NA

Preferred

Cert in Community Services or other health related field

Professional Membership(s)

NA

Experience [Industry sector, field of practice]

Essential

Strong customer service experience with a demonstrated commitment to the client experience

Experience using a Client Management System

Data Entry

Communicating through barriers such as language, culture and other health related issues

Preferred

Experience working within the Health sector is advantageous

Experience using Medical Director, Pracsoft, Titanium or Trak is advantageous

Organisational Responsibilities

Personal qualities

Able to manage work effectively under pressure and in a changing environment

Ability to problem solve and communicate solutions effectively

Able to take ownership of tasks and coordinate successful completion of work with team members and management

Ability to professionally communicate to a broad range of stakeholders

Other Licence(s)

Staff have a responsibility to participate in the development of a safe and healthy workplace, and must comply with safe work practices for their own health and safety, and that of others.

Protecting babies, children and young people from child abuse and neglect is integral to the work at Star Health

Protecting Children Policy Information

Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families, and is a core responsibility for all Star Health staff.

Important information

- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.
- Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday, specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment.
- Your Letter of Offer may state you will be based at a particular Star Health site, however it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne.
- **Offers of employment are contingent upon:**
 - A successful reference check (all positions);
 - Non-adverse Criminal Record check (all positions);
 - Fitness for Work medical examination (specific positions);
 - Holding and maintaining a valid 'Working with Children Check' (all positions).

Star Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply. Some roles may require candidates to undertake psychometric testing prior to appointment.

Salary Packaging Information

Star Health currently has two types of Salary Packaging:

- General salary packaging of \$15,900 per FBT year
- Meal Entertainment/Facility leasing of \$2,650 per FBT year

Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.

Authorisation

Person who completed and authorises this Position Description

Position Title: **Customer Service Specialist**

Program / Division: **Service Access & Support**

This Position Description was reviewed on: 16 / 03 / 2021

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