

HEALTH SERVICES UNION NSW

POSITION DESCRIPTION (PD)

Position Title:	Member Services Officer
Work Unit:	Member Services Division
Responsible to:	Manager Industrial Division
Hours of work:	In accordance with The Health Services Union NSW Employee Agreement
KPIs:	As set out in work plan or other documents

FUNCTION

The Member Services Officer is the frontline of the Union taking members calls and assisting with issues in their workplaces.

Some aspects of the role below can be learned on the job.

CORE SKILLS

ESSENTIAL

- Excellent verbal and written communication skills
- Strong interpersonal skills
- Active listening skills to accurately respond to inquiries and requests
- Ability to compute basic arithmetic and work with numbers
- Basic personal computer skills
- Detail oriented and well organized
- Time management and organisation skills
- Ability to work a flexible schedule
- Negotiation skills

DESIRABLE

A sound knowledge of relevant state and federal health awards and legislation

DUTIES AND RESPONSIBILITIES

Interacting With Members

Take calls or greet members in-person to respond to their needs and concern. Deliver high-quality member service, listening to members' requests and working to find the appropriate solution. Transfer members to the appropriate officer or assist them themselves.

Investigate and Resolve Complaints and Concerns

When faced with member complaints, works to provide a solution. Interact with internal resources to identify the issue, respond to concerns and follow up with a satisfactory resolution in a timely and affective manner.

Provide Information

Provides ongoing education and information to members in regards to the organization's benefits, policies and procedures. Must be aware of all of the organization's services and processes to provide accurate information.

Case management

Provide sound advice on non-complex dispute resolution as required. This will include matters allocated by the Manager, and those referred from, Industrial Officers, Organisers and, sub branches,

Take individual responsibility for non-complex cases requiring on-going support, including handling matters in a timely way and keeping full records (including file notes and detailed briefing documents) on the Health Services Union NSW's systems.

Share information with other members of the team and mentor other junior staff or Member Services Officers as required.

Communication and team building

Build trust with other members of the team, industrial staff, organisers, and sub committees, to obtain constructive outcomes for members.

Take responsibility for individual outcomes and meet Key Performance Indicators.

Work constructively and flexibly as a member of the team to help improve the effectiveness of the Member Services team and the Health Services Union NSW's industrial strategy.

Record Keeping

Collect and maintain data relating to the operations of the memberservices division as required.

Ensuring all case management notes are up to date on HSU membership system.

Use the required Health Services Union NSW data and other systems, including Memforce, to ensure that member details and other data are up to date and complete.

I acknowledge that I have read and understood the details of this position as indicated on this statement.

Name:

Signed

Date

General Secretary
Or delegate

Signed

Date