

POSITION DESCRIPTION

POSITION TITLE:	Call Centre Team Member
ORGANISATION DIVISION:	Clinical Services
EMPLOYMENT TYPE:	Part time/Full time
WORK LOCATION:	Carlton Clinic
RESPONSIBLE TO:	Call Centre Supervisor
OTHER BENEFITS:	Salary Packaging
APPROVED BY:	Director of Clinical Services

1. THE AUSTRALIAN COLLEGE OF OPTOMETRY

The Australian College of Optometry's (ACO) Vision is to achieve world leading eye health outcomes for all, and its Mission is to improve the eye health and well-being of communities through innovations, partnership, and leadership in:

Clinical optometry services- providing high quality public health eye care for communities in need and leading best practices;

Research- undertaking high impact internationally recognised research to improve the understanding of vision science and eye care; and

Education- providing best practice clinical learning pathways for optometrists from pre-registration through to professional practices.

The ACO's work is led by the following values and principles:

- We deeply **care** about eye health;
- Everything we do drives this **purpose**;
- Mutual **respect** guides our expectations;
- We foster excellence through **collaboration** with our patients, partners, and teams;
- Our commitment to **innovation** pushes us to question and find better ways;
- We **deliver** what we promise to patients, partners, and each other.

2. POSITION SUMMARY

The **Call Centre Team Member** is responsible for greeting and interacting with patients via telephone and email as well as performing a range of duties which includes handling all incoming telephone calls from patients, making appointments, and answering general questions and inquiries.

3. KEY RESPONSIBILITIES

To be successful in the role, the incumbent will be required to:

- Manage all incoming telephone calls from patients, make appointments, and answer general questions and inquiries in an efficient, professional, and friendly manner to maximise appointment utilisation
- Interact with patients by answering questions and providing information and advice regarding services and appointments
- Provide complete and accurate screening of patients to ensure appropriate booking of patients
- Use computer systems to refer to existing patient information or set up new patients in the scheduling tool (Optomate)
- Work with the Call Centre supervisor to arrange allocation of waiting list appointments and interpreter assistance
- Input detailed information on the patient, verifying the details entered and adding any additional notes that may be necessary.
- Explain all current fees and patient financial responsibility and inform patient of payment required for existing balances due at or before next appointment.
- Schedule to ensure efficient patient flow based on predetermined appointment availability.
- Contact patients to confirm booked appointments as advised to ensure high attendance rate
- Receive, direct, and relay telephone messages.
- Communicate all add-ons, delays, cancellations, and “no-shows” to Call Centre Supervisor.
- Follow up with patients when they are a ‘no show’ for an appointment and make calls to patients asking if they were satisfied with the service they received.
- Assist with contacting patients to notify them that their glasses / visual aids are ready for collection
- Maintain general filing system and file appropriate correspondence electronically or manually.
- Maintain confidentiality about information acquired in the course of interaction with patients and other ACO staff
- Participate in the implementation and compliance of Clinic guidelines and procedures regarding the rights and entitlements of patients.
- Perform other general administrative tasks as directed by team lead.

4. SPECIAL REQUIREMENTS

None.

5. JOB COMPLEXITY, SKILLS, AND KNOWLEDGE

This position reports to the Call Centre Supervisor on a daily basis, with responsibilities to the Manager Clinic Administration.

There will be a low level of direct supervision of day-to-day activities with some level of independence.

5.1 Level of Supervision/Independence

Work will be carried out under minimal supervision. Direction is provided on tasks to be undertaken with an opportunity to identify areas for improvement. The incumbent must be able to work without supervision and is expected to take responsibility for outcomes.

5.2 Problem Solving and Judgement

The incumbent will be expected to have problem solving skills and sound

professional judgment. Some activities involve routine work but may involve some situations where they need to use a good level of judgement to solve problems and prioritise work.

5.3 Professional and Organisational Knowledge

A working knowledge of call centre policies and procedures is required. Duties may involve procedures that require knowledge, which impacts on other areas within the ACO. Particular knowledge of reception and customer service is required for sound service delivery and for the benefit of the ACO.

5.4 Resource Management

Equipment, workstations, and all daily resources are to be maintained and managed efficiently.

5.5 Breadth of the Position

This position requires a good level of communication with other staff of the ACO in order to provide a quality service.

6. OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENTAL HEALTH AND SAFETY RESPONSIBILITIES

All ACO staff are responsible for the following safe work procedures and instructions in accordance with OHS and EHS legislation:

- Complying with OHS and EHS policies and procedures manuals
- Taking responsible care for the health and safety of self and others
- Ensuring that any hazardous conditions, near misses and injuries are reported immediately to a supervisor
- Seeking guidance for all new or modified work procedures
- Participating in meetings, training and other health and safety activities
- Wearing personal protective equipment as provided
- Using equipment in compliance with relevant guidelines, without wilful interference or misuse
- Adopting work practices that support OHS programs

7. KEY SELECTION CRITERIA

Qualifications

- Completion of Year 12, or a relevant TAFE qualification or equivalent combination of relevant experience and/or education/training.

Knowledge, Experience and Skills

- Relevant experience and/or training in a similar role/environment.
- Knowledge of customer service principles and practices.
- A strong service focus, including an ability to respond and be pro-active in the provision of quality customer service.
- A capacity to handle difficult patient interactions.
- Demonstrated ability in handling confidential information and/or issues using discretion and judgment.
- Computer literate including Microsoft 365 Suite (Word, Excel, and Outlook).
- Accurate typing/word processing skills.
- Highly motivated individual who demonstrates initiative with a can-do attitude.
- A capacity to work in a team environment and somewhat independently on a daily basis.

- A cooperative and supportive attitude towards others at all levels, treating people with respect, fostering collaboration and cooperation.
- Well-developed communication skills to interact with patients and the reception team and other staff in the organisation.
- Understanding and respecting the feelings, needs and cultural differences of others.
- An understanding of OHS principals and risk reduction.

Preferred Experience

- Prior Call Centre experience in a medical office.
- Experience with electronic scheduling system and electronic medical records (EMR).
- Knowledge of multi-line phone system would be of benefit.

Organisational Relationships

Reports to: Call Centre Supervisor

Supervises: No direct reports

Internal Liaisons: Senior Receptionists & Optical Dispenser
 Manager Clinic Administration
 Heads of Clinic
 Director of Clinical Services
 All staff

External Liaisons: Patients
 Visitors

OTHER RELEVANT INFORMATION

Employment Screening

The ACO employs staff who come into contact with children, elderly, and vulnerable people. We are committed to protecting and not placing at unreasonable risk children, vulnerable people, members of the communities we serve and our employees.

Employment for all positions is conditional on a satisfactory National Police Check valid for working with Children/Vulnerable Groups. Police checks must be renewed every three years.

International Police Checks are required from prospective employees who have worked overseas for 12 months or more in the last 10 years.

Working with Children Checks are required for some positions. Working with Children checks must be renewed every five years.

Privacy Notification

We collect this personal information for the purpose of processing and considering your application for employment and its use is consistent with requirements of the Information Privacy Act 2000. All unsuccessful applications are retained for six months then securely destroyed.

Diversity

The Australian College of Optometry is an Equal Opportunity Employer. We welcome applications from people with the widest possible diversity of background, culture, and experience. The ACO encourages and welcomes the interest from Aboriginal and Torres Strait Islanders for roles within the organisation.