

Role description

Customer Service Officer



Position no.	Multiple	Work Area Profile	Customer Service Team
Work level/Classification	AHPRA Level 2	Reports to (role)	Team Leader
Positions reporting to this role	None	Location	Sydney
Number of indirect reports	None	Tenure	Full time, on-going
Review Date		Closing Date	Please refer to job advertisement

Work Area

AHPRA's overall mission is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: www.ahpra.gov.au

AHPRA's customer service team (CST) sits within the Regulatory Operations directorate, and plays a critical front line role in responding to telephone and web-based enquiries from health practitioners and the general public.

Role purpose

The Customer Service Officer (CSO) is responsible for providing high-quality customer service to health practitioners, applicants and members of the public through telephone and digital channels. As a member of Ahpra's Customer Service Team, the role acts as the first point of contact for enquiries relating to practitioner registration, notifications and other regulatory matters.

Customer Service Officers are responsible for accurately interpreting customer enquiries, providing consistent information in accordance with Ahpra policies, procedures and operational guidelines, and ensuring all interactions are recorded appropriately. The role contributes to Ahpra's purpose of protecting the public through the delivery of professional, responsive and efficient customer service.

This CSO position can be either a full time or part time position and operates on a rotating roster between the hours of 9 am to 7 pm AEST Monday to Friday (until 8pm during AEDT) with some public holiday work and overtime required at different times of the year to ensure there is national coverage for the service across all time zones. The role may require flexibility to work rostered hours to support national service delivery requirements.

Key Result Areas

Accountabilities	Key Activities
Contact Centre Operations	▪ Answer incoming calls and respond to routine enquiries whether by phone, email or via the web made to the AHPRA Contact Centre following established guidelines. ▪ Record all enquiries in AHPRA's system according to established policies and procedures. ▪ Meet set key performance indicators including average handle time, adherence to schedule, productivity and quality assurance metrics, ▪ Forward or appropriately refer all registration and notification requests and other specific enquiries to designated staff according to established procedures. ▪ Observe contact enquiry confidentiality at all times. ▪ Contribute to the development, review and continuous improvement of the contact centre operations. ▪ Adjust communication style and exercise call control to suit the caller.
Customer Service	▪ Manage and take responsibility for delivering high quality customer-focused services. ▪ Understand customer perspectives and ensure responsiveness to their needs. ▪ Identify customer service needs and implement solutions. ▪ Find opportunities to co-operate with internal and external parties to improve outcomes for customers. ▪ Participate in and learn from performance coaching to ensure service delivery is maintained at a high standard.
Information Management	▪ Maintain the register of health practitioners and AHPRA's contact records to ensure information that is entered is up to date and accurate. ▪ Maintain documentation that is up to date and consistent with policies, processes, procedures and requirements of the legislation. ▪ Maintain electronic filing systems so that documents are stored appropriately in accordance with AHPRA records management policies.
AHPRA Values	
Service	We: ✓ Listen, and ask how can I help you? ✓ Finish whatever we start ✓ Are approachable, reliable and accountable
Collaboration	We: ✓ Stop, listen, respect and act ✓ Actively engage with others ✓ Share knowledge and seek feedback
Achievement	We: ✓ Are clear on the outcomes we require

	✓ Provide regular updates on work activities ✓ Identify and address priorities and recognise success
Our way of working	▪ Operate in accordance with AHPRA's values and "way of working" in day-to-day work activities ▪ Comply with AHPRA's Code of Conduct and all other AHPRA policies and procedures including ensuring adherence to the obligations set out in: ✓ AHPRA's workplace health and safety policies and procedures ✓ Equal Opportunity and Harassment & Bullying Policies ✓ Confidentiality and Privacy Policies ▪ Adhere to and apply the information contained in any mandatory or job related training ▪ Deliver a professional, customer-focused service to internal and external customers ▪ Identify and participate in opportunities to develop knowledge, skills and experience as well as personal development activities as part of AHPRA's Performance & Development Planning process
Success Factors	
▪ Apply relevant measures to allow quick and confident responses that maintain standards, processes and systems. ▪ Clearly communicate to customers and stakeholders what can be done and the timelines. ▪ Ensure service levels are maintained and raise any concerns to ensure expectations are met. ▪ Co-operate and be open to change, and consider how change can be adapted into own role. ▪ Understand and act on feedback in a constructive manner. ▪ Treat others with courtesy and respect and act in a polite and professional manner. ▪ Liaise with and question clients regarding their specific needs. ▪ Take responsibility for completion of tasks and maintain consistent performance. ▪ Understand and demonstrate behaviours that reflect AHPRA's values and Code of Conduct.	

Key requirements

Key Relationships	Qualifications/Experience
Internal ▪ Registration teams ▪ Notification teams ▪ Monitoring and compliance teams ▪ Team Leader ▪ Performance Quality and Training Coordinator ▪ Workforce Planning and Data Analyst ▪ Customer Experience Manager	▪ Experience in a customer service environment with the ability to interpret and relay complex information ▪ Strong interpersonal skills with the ability to build and maintain productive working relationships. ▪ Ability to work collaboratively and effectively as part of a team. ▪ Ability to display initiative and work independently when required. ▪ Strong oral communication skills with the ability to deal with challenging customers and deliver a positive experience. ▪ Demonstrated computer literacy with proficiency in a range of applications including Microsoft Office and experience using electronic databases.

Key Relationships	Qualifications/Experience
External ▪ Applicants ▪ Health practitioners ▪ General Public	