



Employee Position Description

Position Details		
Position Title: Customer Service Officer	Department: Customer Service	Agreement: Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 – 2026
Reports To: Customer Service Manager	Location: Lilydale Role may be required to work other sites by mutual agreement to meet operational needs.	
Direct Reports: None	Employment Status: Various	Classification: Grade 1
Position Primary Purpose		
The primary objective of this role is to establish and maintain the highest standards of customer service satisfaction across AccessHC sites. The purpose of this role is to provide an excellent and consistent experience to community members attending all 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 Urgent Care Clinics, Primary Care Services, General Practices, Dental, and additional service offerings. This role sits within a broader Customer Service Team at AccessHC. Customer Service Officer roles support our services across, Doncaster, Hawthorn, Lilydale, Belgrave and Ashburton, and other Hub sites and projects across the organisation. Evening and weekend work may be required at times, when supporting our services.		
Decision Making Authority		Key Relationships
Decisions made independent of Manager In accordance with standard operating procedures, site manuals and delegated authority.		Internal - AccessHC frontline staff, contractors and volunteers - Customer Service Officers at other sites - Managers and Leaders
<i>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.</i>		
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		Corporate and Support staff including, especially facilities, finances, safety and wellbeing, and information technology External • Clients, Group Participants and their carers • Partner service providers • External Contractors (e.g. maintenance) • External Stakeholders (e.g. local government, VicPol, Community services)
Key Accountabilities		
Focus Areas	Responsibilities	
Customer Service	Delivering an exceptional experience to our customers when they attend our sites including: • Providing a welcoming, friendly and efficient customer service to all customers attending AccessHC sites • Providing customers with information about the services and activities offered by AccessHC and eligibility criteria • Supporting customers to connect with our services directly or by referring them to the appropriate team • Observing strict confidentiality in accordance with the policies and procedures of the organisation • Arranging and co-ordinating interpreting/translating services when required • Handling client complaints and feedback, escalating where required to achieve resolution • Booking and rescheduling appointments for customers attending our premises in person or via telephone • Collecting and processing payments and claims for services delivered • Undertaking other duties as required	
Operational Support	Providing effective administrative support so our operations run smoothly, including: • Registering new clients for services when they attend sites • Maintaining and updating client records and files • Photocopying, filing, scanning, emailing, faxing, medical reports/patient results • Processing recalls and reminders for customers • Processing, reconciling and resolving claims and overdue accounts • Assisting with the compilation of reports for funding bodies as directed • Ensuring backup of computer system as required and assist in the operation of the computer system • Distributing daily mail and faxes to appropriate staff	

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Key Accountabilities	
Focus Areas	Responsibilities
Work Environment	Under the direction of the Customer Service Manager ensure that the work environment is safe and welcoming including: • Conducting daily opening and closing procedures • Maintaining areas of the site(s) to ensure they are kept clean, tidy, accessible and free from hazards • Maintaining and stock clinic/consultation rooms with consumables and stationery • Preparing consultation room(s) for the day • Ordering stationery and supplies • Completing site specific duties as advised.
AccessHC Values	• Through actions and behaviour, demonstrate AccessHC Values of; <i>Equity, Collaboration, Respect, Innovation</i> and <i>Quality</i>
Governance and Compliance	• Act in accordance with AccessHC's policies, procedures and code of conduct • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position • Participate in mandatory training requirements to support the delivery of a safe and effective service
Workplace Health and Safety	• Act in accordance with health and safety policies and procedures at all times • 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
Selection Criteria	

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Key Accountabilities	
Focus Areas	Responsibilities
Mandatory selection criteria items • Police Check • International Police Check (if living or working overseas within the last ten years) • Working With Children Check • Driver's Licence (preferred but not essential) Key selection criteria items • Experience in a customer-facing receptionist roles, such as medical, retail or hospitality • Engaging warm personality with the ability to quickly build rapport • Organised with strong attention to detail • Demonstrated ability to relate to people from a diverse range of social, cultural, and ethnic backgrounds • Proficient in using Microsoft Office Suite essential, and other relevant software applications; Best Practice, TRAKCare, HICAPS, or Titanium)	Attributes we value • Strong customer service skills • Strong communication and interpersonal skills • High level of cultural sensitivity and awareness • Commitment to continuous quality improvement • A willingness to learn new skills • Effective time management and prioritisation skills • Well-developed presentation and written communication skills • High level of accuracy and attention to detail • Strong problem solving and negotiation skills • Demonstrated ability to work independently and in a team environment • Demonstrated behaviours consistent with AccessHC values
<i>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner.</i>	
Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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