

Description

Job Title: Customer Service Officer – Aged Care Services
Ref No: OP844
Portfolio & Program: Aged Care Services
Reporting Relationship: Manager Aged Care Customer Engagement and Support
Classification: Salaried
Date: October 2019

Our vision is justice, respect and fullness of life for all. Our mission is to provide care and support with a voice for disadvantaged and vulnerable people in our communities.

My purpose is to...

Provide exceptional customer service and support to both potential and existing customers who enquire about AnglicareSA's Aged Care Services and the Aged Care System.

I will make a difference when I...

Customer Service

- Embrace a customer first approach at all times to ensure a positive experience for all prospective and existing customers and other internal / external stakeholders.
- Ensure a high standard of service delivery and respond to all enquiries (phone, email, in person, etc) in a timely manner.
- Show care by listening carefully, seeking feedback with an empathetic and patient approach.
- Ensure a positive customer service experience by being energetic, enthusiastic and engaged in every interaction with a customer.
- Respond to and investigate any complaints and feedback

Sales

- Engage customers, build rapport and ensure all customers are getting the best package for their circumstances
- Retain existing customers by presenting personalized solutions based on current and future needs.
- Educate customers to effectively use their Aged Care Package
- Proactively promote and generate sales through My Aged Care Gateway referrals both inbound and outbound and by value adding and cross selling for existing customers on a needs basis.

Management of My Aged Care Gateway (MACG)

- Maintain knowledge and monitor availability of packages in services
- Accurately record all action taken and referral information in the Client Information System
- Adhere to all customer privacy and confidentiality as per legislative and AnglicareSA policy and procedure requirements.
- Prepare and distribute information packs relevant to the role.
- Adhere to all requirements relating to the management of MACG

General Administration

- Develop and maintain procedures and processes to ensure the effective delivery of services to customers.
- Accurately record and report potential customer contacts and types of enquiries received.
- Manage and maintain customer records with a focus on accuracy and attention to detail.

Work Health and Safety (WH&S)

- Ensure own action or lack of action does not place own safety or that of others at risk. Assist in the evaluation of hazards and immediately report any accidents or near misses.
- Maintain and update Emergency procedure documentation
- Assist the Site Manager in the maintenance of the WHS Schedule and Action Plan, workplace inspections and assist staff to appropriate register and report WHS concerns

To make a difference I will...

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.
- Have evidence of my right to work in Australia
- Keep up to date with accreditation standards and industry developments for best practice in Aged Care

☒ National Police History Check

Working Relationships:

- Aged Care customers and potential customers
- Manager Aged Care Customer Engagement and Support
- Aged Care employees & Management

I will utilise my.....

Qualifications

- *Certificate 3 in Call Centre Communications or similar qualification (desirable)*

Skills and Abilities

- *Proven exceptional communication and interpersonal skills*
- *Demonstrated experience in liaising with a wide range of internal and external clients.*
- *Proven ability to provide an exceptional service experience through building rapport with customers from the initial contact.*
- *Strong understanding of the My Aged Care Gateway.*
- *A commitment to delivering quality customer focused services to both internal and external customers*
- *Ability to empathise with older people, their families and representatives.*
- *Possess drive, initiative and the ability to adjust to changing requirements and situations.*
- *Demonstrated proficiencies in Microsoft suite e.g. Word, Excel, Outlook and other computer applications and an ability to learn new software programs.*
- *Excellent data entry skills with proven attention to detail and accuracy*
- *Proven ability to produce a broad range of Word documents and correspondence.*
- *Ability to work in a fast paced and changing environment.*
- *Experience in maintaining and operating in environments where information is of a private and/or confidential nature.*
- *Great multi-tasking skills with the ability to manage competing demands and priorities.*
- *Ability to work with minimal direct supervision.*
- *Strong team approach*

My dedication and commitment

Job holder Signature: Date:.....

Print Job holder Name:

General Manager, Aged Care:

Date: 16/10/2019.....

Integrity • Compassion • Equity • Stewardship • Servant Leadership