

## Position Description – Customer Support Officer

<b>Executive Area:</b>	Customer Experience	<b>Business Unit:</b>	Customer Connect
<b>Reports to:</b>	Customer Engagement Manager	<b>Supervision of:</b>	Nil
<b>Level of Role:</b>	Individual Contributor	<b>Delegation Level</b>	Nil

### Role Purpose

Provide excellent customer service in administration, reporting and call management. These roles support and contribute to improved service delivery and the implementation of new business processes.

### Key Areas of Responsibility

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| <ol style="list-style-type: none"> <li>As the first contact for customers, ensure that excellent call handling principles are applied that deliver a valued member experience including: <ul style="list-style-type: none"> <li>Ensuring calls are managed positively and triaged in line with operational requirements.</li> <li>Supporting referral management through the My Aged Care portal.</li> <li>Managing correspondence via the Member Connect inbox in a timely manner.</li> <li>Supporting customers with the booking of appointments, billing and the engagement of other services available at ECH.</li> <li>Supporting clients with information and assistance regarding financial hardship considerations.</li> <li>Utilising Microsoft Office Outlook and internally designed systems to coordinate bookings and communicate actions.</li> </ul> </li> <li>Complete tasks incorporating the latest skills and knowledge gained from training, coaching and team meetings.</li> <li>Undertake administration and reporting activities within agreed timeframes and quality standards.</li> <li>Support and contribute towards improved service delivery, new business processes and business growth.</li> <li>Ensure all reasonable steps are taken to protect personal safety at work and avoid adversely affecting the health or safety of any other person in the workplace.</li> </ol> | <ol style="list-style-type: none"> <li>Ensure commitment to and compliance with ECH's Purpose, Values, policies, procedures, guidelines, work instructions and Code of Employment Principles.</li> <li>Give full attention and energy to the role and willingly undertake reasonable requests from your manager.</li> <li>Ensure that ECH property is kept secure against loss, theft or damage and is properly maintained at all times.</li> <li>Be familiar with and comply with the Aged Care Quality Standards.</li> <li>Identify and review opportunities for continuous improvement.</li> <li>Develop and maintain strong working relationships with internal/external stakeholders.</li> <li>Regularly undertake professional and personal development to maintain knowledge and skills and competency.</li> <li>Actively participate in the Performance Development Plan process.</li> </ol> |
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ECH Values and Behaviours	
Value	Behaviour
We build trust	<ul style="list-style-type: none"> <li>• <b>Everyone feels welcome</b> – Value and respect differences and diversity, and actively oppose bias and discrimination of all types.</li> <li>• <b>Be responsive</b> – Actively and promptly address all communication, requests, or situations. Prioritise customer need and go the extra mile to exceed expectations.</li> <li>• <b>Listen to learn</b> – Instead of just hearing words, really pay attention to understand what others are saying.</li> </ul>
We make a difference	<ul style="list-style-type: none"> <li>• <b>Be curious</b> – Ask questions, explore different perspectives and challenge assumptions to create space for creativity and innovation.</li> <li>• <b>Do things differently</b> – Don't be afraid to shake things up and try new ideas. When colleagues come up with great ideas, be their biggest fan.</li> <li>• <b>Embrace change</b> – When things change, acknowledge the loss that sometimes comes with it. Know that change can be tough, but it can also bring new opportunities. Keep moving forward.</li> </ul>
We empower others	<ul style="list-style-type: none"> <li>• <b>Help each other to grow</b> – Support people's growth and development. Work hard to provide places for people to flourish.</li> <li>• <b>Seek to understand each individual</b> – Care about your colleagues and customers and want to get to know them personally to help deliver truly person-centred care and services.</li> <li>• <b>Team up</b> – Work with colleagues both inside and outside your team to deliver the best outcomes for our customers.</li> </ul>
We own it	<ul style="list-style-type: none"> <li>• <b>Take the lead</b> – Take responsibility for your own actions, learn from mistakes and proactively seek opportunities to contribute, innovate and solve problems.</li> <li>• <b>Keep promises</b> – When you say you'll do something, do it. Assist your colleagues to do what they say they'll do too.</li> <li>• <b>Challenge the status quo</b> – Create safe spaces for others to speak up when they see an opportunity to improve and believe that we can disagree productively.</li> </ul>

<b>Pre-requisites:</b>	Essential	Nil
	Desirable:	<ul style="list-style-type: none"> <li>• Certificate in Business Administration</li> <li>• Experience in Customer Service</li> <li>• National Police check</li> </ul>