**Purpose:** To provide customers with consistently high levels of customer service via the telephone or email, accurately and within agreed service timeframes.

**Reports to:** Team Leader

**WHAT you do**

|  |  |  |  |
| --- | --- | --- | --- |
| **Tasks** | **Time** | **Details** | **Measures** |
| Customer Service | 40% | * Provide all customers with quality service, ensuring all calls are answered in a professional and courteous manner.
* Meet allocated daily targets
* Respond to all customer enquires within relevant timeframe
* Provide customers with informed insurance product and service information
* Identify and escalate priority issues where required
* Follow up customer calls where necessary
* Resolve member queries with a low level of escalations
* Receive positive feedback from customers
 | * All calls answered in a professional and courteous manner
* Answer 60 calls per day
* Respond to 60 ‘desk’ emails per day
* Process 60 e5 extras claims per day
* Email queries acknowledged within 24 hours of receipt
* Provide customers with informed insurance product and service information
* Identify and escalate priority issues
* Identify customer’s insurance needs
* Follow up customer calls where necessary
* Resolve member queries with a low level of escalations
* Positive customer feedback
* Customer satisfaction scores
 |
| Membership Processing | 30% | * Accurately enter and maintain customer records in the system
* Provide customer with relevant correspondence within business agreed timeframe
* Manage card requests within company process and timelines
* Complete the financial handling of claims, premiums and new memberships thoroughly with minimal errors
* Process and payment of claims with zero errors
* Balance and reconcile receipts, banking and cash taken on a daily basis
* Ensure compliance with relevant legislation, including federal and state PHI legislation
* Completed all required health.com.au training
 | * All data entry and documentation 100% correct in the system
* Process correspondence to the customer within business agreed timeframe
* Financial handling of claims and new memberships thoroughly with minimal errors
* Zero errors in the process and payment of claims
* Balance and reconcile receipts and banking taken on a daily basis
* Manage card requests within company process and timelines
* 100% compliance with relevant legislation, including federal and state PHI legislation
* 100% completion of health.com.au training
 |
| Prospecting | 30% | * Provide 100% accuracy on all quotes sent to existing and potential customers
* Follow up 100% of potential customers for which you have sent a quote
* Provide good advice on appropriate cover for existing and potential customers
 | * 100% accuracy on all quotes sent to existing and potential clients
* 100% follow-up of potential clients
 |

**HOW you do it**

|  |  |  |
| --- | --- | --- |
| **Values**  | **Weight** | **Description**  |
| Reliable | 25% | * Shows discipline and consistency to execute the role thoroughly
* Is accountable for their actions, admits mistakes, learns from them and makes changes
* Displays integrity at all times
* Always behaves in a professional manner
 |
| Ambitious | 20% | * Shows focus to see tasks through to on-time completion
* Seeks feedback
* Is always open-minded and keen to learn new tasks and skills
* Is proactive – shows initiative to go above and beyond what is required to reach solutions
 |
| Confident | 15% | * Is decisive when making business decisions
* Is optimistic and has belief in their ability and their actions in the role
* Keeps promises - is open and honest
 |
| Fun | 5% | * Has high energy and actively helps to create a great place to work
* Displays enthusiasm towards their role, teammates and customers
* Actively displays a positive approach to their role and tasks
 |
| Passion for Health.com.au | 10% | * Demonstrates desire to achieve health.com.au’s business objectives
* Shows passion for the health.com.au brand and respects its customers
 |
| Team | 15% | * Acknowledges and accepts that others work and think differently
* Respects others and considers the impact of their actions and behaviours
* Values the input and know-how of other team members looks for opportunities to help others
* Works with other team members toward a common goal
 |
| Innovation | 10% | * Embraces a paperless environment
* Constructively questions the way things are done and suggests ways for continuous improvement
* Knows the marketplace and keeps track of new technologies and trends that can improve quality and service
* Embraces change
* Actively seeks out and implements new ideas that support the business
 |

**Successful Candidate Profile**

* **Skills Required:**
	+ Quick learner
	+ Well established problem solving skills
	+ Strong PC skills essential
	+ Strong written and verbal communication
	+ Strong numerical skills
	+ Strong service orientation with excellent communication skills
	+ Good interpersonal and team skills
* **Experience Required:**
	+ Customer service or online sales experience
	+ Customized or personalized sales or service background
	+ Experience working in the Private Health insurance industry
* **Competencies Required:**
	+ Building Relationship
	+ Communication
	+ Flexibility
	+ Initiative
	+ Innovation
	+ Learning Orientation
	+ Quality Orientation
	+ Communication
	+ Service Orientation

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