**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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