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**Position Description**

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| **Employee:** | Vacant |
| **Position title:** | Customer Service Advisor – CSC |
| **Location:** | Customer Service Centre- Head Office |
| **Grade:** | 3 / 4 |
| **Organisation:** | The position reports directly to the Team Coach Customer Service |
| **Purpose:** | To provide excellent member service via all communication channels including telephony, emails, facsimile and to assist in promoting membership growth by providing information on the Fund's products and services. |
| **Staff:** | * No direct reports |
| **Key Relationships:** | * CSC Team * Geelong Branch Network Team * Regional Branch Network Team * Process Delivery Team |
| **Authorising Officer:** | **Executive Manager Human Resources** |
| **Version Number:** | **4** |
| **Date Approved:** | **2016** |

## Principle Accountabilities

This role takes responsibility for the following:

* Answer all inbound telephone enquiries and serve all waiting customers efficiently & effectively ensuring excellent customer service at all times.
* Provide professional advice to existing and potential members on the Company’s Health Insurance products and rates in order to increase new business for the Company via email, phone, letter, face to face, and facsimile.
* Process Company’s work activities as required (eg. claims, contributions, membership alterations etc).
* Record all member correspondence in the Customer Service System, as per the Private Health Insurance Code of Conduct.
* Assist in administration duties In conjunction with Member Service Team Administration Assistant incl. But not limited to Filing, folding, mail distribution, stationary, claims processing.
* Ensure job knowledge is kept current within the Company and the Health Insurance Industry (i.e. via memorandums, staff updates, online policies and training etc).
* Actively participate in agreed tactical outbound calling initiatives including (and not limited to) Member Retention Strategy, Prospect Follow Up, Arrears Follow Up etc.

* Participate in all team activities such as monthly team meetings, and individual coaching sessions.
* Assist where required other areas of the business i.e. Head Office, Geelong Branch network.
* Punctual attendance (including scheduled start and finish & break times) as rostered
* Meet individual KPIs on a daily basis.
* Ensure that the working area is neat and tidy at all times.
* Undertake any other duties as directed by the Team Coach Customer Service.

## Values & Behaviours

Can demonstrate the ability to ‘live’ the corporate values and behaviours.

**Trust**

* Build credibility through actions
* Demonstrate in others intentions and competencies

**Contribute**

* Collaborate and get involved
* Make a difference

**Enjoy**

* Enjoy work
* Take pride in success

**Succeed**

* Be resourceful, adaptable and achieve quality results
* Be decisive

**Improve**

* Be curious and look for innovation
* Have the courage to try something new

**Serve**

* Aim to make every customer experience memorable
* Make every effort to deliver excellence

## Specific Job Competencies

**Professional Conduct**

* Remains calm and focused in all dealings with internal and external customers and in all aspects of their position.
* Effectively manages challenging situations.
* Consistently displays genuineness, honesty and reliability.
* Takes responsibility for own actions and outcomes.
* Is a champion of the Trusted Partner strategy and other corporate initiatives.

**Product Knowledge**

* Has thorough understanding of products, premiums, benefit entitlements, including waiting and benefit limitation periods and pre-existing ailments.
* Is proactive in keeping self up to date with relevant changes.

## Essential Skills and Experiences

**Communication (verbal and written)**

* Clearly conveys and cascades information and ideas to individuals or groups in ways that engages the audience and helps them to understand and retain the message.
* Is consultative and seeks to personalise communication to meet the internal/external customers’ needs.
* Checks that messages are received and follows up accordingly.
* Actively listens for understanding and then responds in an appropriate manner to resolve issues.
* Understands written information, interprets the meaning of documents and takes appropriate action based on information contained in the documents.

**Professional Presentation**

* Projects a professional image including wearing a clean and well-presented uniform or appropriate business attire at all times.
* Displays a consistently good attitude toward all customers (internal/external), through a pleasant and courteous demeanour.
* Identifies themselves by name in dealings with customers and actively seeks to build rapport and personalise service.

**Information Technology**

* Has achieved a satisfactory level of technical and professional capability with computer hardware and software. Demonstrates effective knowledge and use of applicable company systems particularly HAMBs.

**Numerical Aptitude**

* Able to accurately solve arithmetic problems in relation to handling cash, processing claims, processing contributions and balancing to reconciliation.

## Educational Qualifications

* VCE equivalent (Highly desirable)

## Experiential Requirements

* Demonstrated experience in a customer service background (Highly Desirable)

## Physical Job Design – Statement of Works

**Customer Service Centre**

The primary purpose of the CSC is to answer customer enquiries via the telephone call centre where the majority of each shift involves:

* Being seated at a desk for long periods of each shift
* Use of PC including documenting customer contact from each call using the keyboard and mouse
* Use of telephone with headset for long periods of each shift (incoming and outgoing calls)
* Other tasks may include collecting work at the printer / fax machine, photocopying, distributing documents or letter folding.

\*\*Adequate breaks are rostered approximately every 2 hours (morning tea, lunch and afternoon tea)

## Key Performance Indicators (KPI’s)

**Customer Service Centre**

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| --- | --- |
| Key Result Area | Measurement |
| TBA | TBA |
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