

POSITION DESCRIPTION

Position title:	Customer Service Advisor
Location:	Head Office, Geelong
Reports to:	Team Leader / Team Coach
Entities:	GMHBA
Organisational level:	Enterprise Agreement Grade 3/4
Reports:	Nil

Job Purpose:

To provide excellent member service via all communication channels and to assist in promoting membership growth by providing information on the Fund's products and services.

Accountabilities:

Professional Conduct

- 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.
- Timely attendance to all duties and delegated tasks

Customer Service

- Identifies and resolves calls by taking ownership of queries
- Adheres to rostering and “sign-on” schedules to ensure the Contact Centre is adequately staffed at all times ensuring client wait times are minimised with maximum attendance.
- Assist in administration duties In conjunction with Member Service Team Administration Assistant incl. But not limited to Filing, folding, mail distribution, stationary, claims processing.
- Complies with legislation, policies, work instructions and Contact Centre Key Performance Indicator's.
- Liaises promptly and efficiently with internal stakeholders to transfer and/or resolve caller enquiries
- Ensure that the working area is neat and tidy at all times.
- Undertake any other duties as directed by the Team Coach Customer Service

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Regulatory & Reporting

- Record all member correspondence in the Customer Service System, as per the Private Health Insurance Code of Conduct.
- 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).

Other

- Participate in the design, build and roll-out of business change programs designed to strengthen GMHBA's performance
- Embrace the mindset and actively contribute towards embedding the GMHBA Way including working in an Agile environment.
- It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.
- The accountabilities described within may be altered in accordance with the changing requirements of the role.

Key Relationships:

Internal:

- CSC team
- Geelong Branch Network
- Regional Branch Network
- Process Delivery

External:

- Members

Skills, Experience and Qualifications:

Mandatory

- Experience in a busy customer service and team-based environment
- Well-developed communication skills (written and spoken)
- Self and culturally aware with the ability to build relationships and adapt communication style to suit audience
- High level of accuracy and attention to detail
- Excellent organizational skills with the ability to multitask and prioritize
- Self-motivated with the ability to work with initiative to solve problems
- Flexible approach to work and adaptable to thrive in a changing environment.

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- Basic computer literacy including competent use of Microsoft Office
- Numeracy skills and understanding of basic maths and financial concepts

Highly desirable

- Experience in a busy contact centre environment
- Experience in the Health Services/Insurance/Health Insurance sector
- VCE level education or equivalent

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