

**POSITION DESCRIPTION: CUSTOMER SERVICE CONSULTANT – OVERSEAS VISITORS HEALTH COVER**

**Position type:** Full Time, Part Time or Casual

**Location:** Wollongong, Shellharbour, Westernport

**Job Level:** 1 or 2



**Your Purpose**

Successfully attain and retain members, provide quality service and advice to existing members and consumers taking into consideration all Peoplecare policies and industry requirements.



**Your Responsibilities**

**SERVICE DELIVERY**

- Promptly answer all inbound telephone calls including but not limited to:  
New memberships      Pricing and contributions  
Benefits      Quotes  
Hospital cover checks      Terminations  
Provider relations      Membership changes
- Prompt processing of work in accordance with KPI Service Standards including but not limited to:  
Member claims      New member applications  
Member Terminations      Payments and contributions  
Administration
- Provide advice and effective explanations of the content of policy documentation and standard industry topics to members and consumers to allow informed decisions about our products and services.
- Record member and consumer information provided in the appropriate system(s).
- Provide information to members and consumers about their rights and obligations under their relationship with Peoplecare, including our complaints resolution process.
- Issue correspondence to members and consumers in plain english and within service standards.

- Adherence to company cultural markers
- Make outbound calls to members and service providers.

#### **RISK CULTURE**

- Actively engage in risk training, refresher courses and risk culture surveys to ensure understanding how risk management is a part of Peoplecare's vision, mission and values at Peoplecare.
- Value risk management and its benefits, performance and outcomes for Peoplecare.
- Feel comfortable reporting bad news and events knowing that Peoplecare will learn from these; we're committed to continuous improvement and prompt rectification. You can make a difference!
- Comply with Peoplecare Policies, relevant laws and regulations, including APRA Prudential Standards that may apply.

#### **TEAMWORK**

- Contribute to and assist in the day to day management of OVHC Team Activities
- Contribute to the development and improvement of processes and procedures.
- As a member of the OVHC Team, assist Peoplecare to develop a business oriented culture based on initiative, innovation, cost effectiveness and exceptional customer service.

#### **PROJECTS/SELF DEVELOPMENT**

- Undertake a proactive involvement in self-development and action plans outlined from individual performance review.

#### **PROCEDURAL/REPORTING**

- Comply with relevant state and federal government legislation.
- Comply with and maintain proficiency with relevant government policies.



### **Your Team**

#### **Reports to**

Customer Service Manager

#### **Collaborates with**

Customer Service Team



### **Your Goals**

The team do have KPI's that will need to be achieved and will be discussed with your Customer Service Team Manager in detail.



### **Your Challenges**

- Ability to work in a high paced call centre environment
- Adaptable to changes in processes
- Continuous improvement focused



### **Your experience, quals & skills**

#### **Experience**

- Service delivery in a call centre / customer service / member service focussed environment.

#### **Qualifications**

- No formal qualifications required

#### **Skills**

- Proven computer literacy (MS windows, office, outlook)
- Well-developed organisational and time management abilities
- Negotiation & decision making skills
- Excellent communication and presentation skills (verbal & written)
- Well-developed interpersonal skills
- Problem solving and analytical with solution-focussed outcome



## You

- Supportive & Team Orientated
- Strive for Continuous Improvement
- Customer Focussed
- Culturally sensitive
- Have control over vocabulary (no cursing/swearing)
- Ability to effectively handle pressure
- Must have control over emotions, be polite, courteous, patient



## Our White Ribbon Commitment

"To create a workplace in which women are free from violence, and where gender equity is valued and realised and that these values are supported and promoted in our community".