

POSITION DESCRIPTION: CUSTOMER SERVICE CONSULTANT

Position type: Full Time

Location: Wollongong

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 under the private health insurance code of conduct.

In order to achieve this goal, the Customer Service Consultant will lead by positive example inline with the organisations cultural markers to deliver a high quality service, support and team work in an efficient manner and in a way that strives for continuous improvement. The ability to meet member needs, embed quality outcomes and meet operational efficiency goals will be critical to success.



Your Responsibilities

SERVICE DELIVERY

- Promptly answer all inbound telephone calls and including but not limited to:
 new memberships pricing and contributions benefits quotes hospital cover
 access gap cover provider relations claims membership changes
- Prompt processing of work in accordance with KPI Service Standards including but not limited to:
 Member claims New member applications Member Terminations
 Administration Payments and contributions
- Provide outbound sales calls including but not limited to:
 Student Dependants Terminating Members Arrears Promotional Campaigns Welcome Calls
- 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.
- Undertake arrears management to reduce the incidence of arrears >30 days old in accordance with policies.
- Process direct debit and direct contributions (i.e. cheques, money orders) contributions and group contributions in accordance with service standards.
- Adherence to company cultural markers

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 and improvement of Customer Service Team activities.
- As a member of the CST, assist Peoplecare to develop a business oriented culture based on initiative, innovation, cost effectiveness and exceptional customer service.

PROJECTS /SELF DEVELOPMENT

- Undertake specialised duties as assigned by the CSM and/or other Management from time to time
- Undertake improvement based project work as assigned by the Team Leader and/or Management from time to time.
- Undertake a proactive involvement in self-development and action plans outlined from individual performance review.
- In line with agreed succession planning initiatives undertake allocated roles and responsibilities during periods of absence or leave as required.

PROCEDURAL/REPORTING

- Comply with all policies, procedures and processes including but not limited to:
 - complaint resolution policy
 - ex-gratia policy
 - privacy policy
 - delegation policy
 - conflict of interest
 - health industry code of conduct
 - internal/external regulations and legislation
- 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
- Management Team
- Finance
- BS&S
- Marketing
- Fund members
- Prospective Members
- Service Providers
- Business Providers
- Brokers

Authority

- Financial approval as per delegations policy.
- Daily service delivery
- Contribution to changes to policies and procedures.
- Reporting deliverables.
- Process improvements.
- Adherence and compliance to policies and procedures.



Your Goals

You will have KPIs that will need to be achieved and this will be 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.
- Exposure to privacy act requirements, EEO, HR principles in relation to workplace practices, OH&S, anti-discrimination.

Desirable

- Health Insurance, general health background
- Exposure to working in a team 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)
- Continuous improvement orientation
- Well-developed interpersonal acumen
- Problem solving and analytical with solution focused outcome



You

- Sales and effective listening
- Culturally sensitive
- Must have control over emotions, be polite, courteous, patient
- Have control over vocabulary (no cursing/swearing)
- No “hard sell”
- Mature in approach
- Demonstrate initiative and achievement drive
- Trusting, trustworthy and approachable
- A team player
- Performance and improvement focussed
- Fair and equitable when dealing with staff and members
- Displays empathy when required
- Ability to work to deadlines
- Ability to effectively handle pressure



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”.