

POSITION DESCRIPTION

Position: Customer Service Consultant

Mission 2: Managed Services Success

Team: Managed Service Delivery

Job Level: 1/2

OUR VISION, PURPOSE & MISSION

PEOPLECARE'S VISION

To set the standard for guiding Australians to better health now and for generations to come.

PEOPLECARE'S PURPOSE

Peoplecare puts people at the centre of Health Insurance.

Our promise is to help our members improve their health through every stage of their lives and guide them through their health care options when they need us most.

Peoplecare is a mission-based organisation, with clear objectives and key results for each mission. The purpose of our mission-based structure is to provide clear vision for all team members and provide a better understanding surrounding the team's audience, purpose, impact and desired outcome.

MISSION OBJECTIVE

Deliver benefit to Peoplecare by expanding commercial opportunities and providing value to our clients through operational excellence.

YOUR PURPOSE

Successfully attain and retain customers, provide quality service and advice to existing customers taking into consideration all Peoplecare policies and industry requirements under the private health insurance code of conduct.

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 customer needs, embed quality outcomes and meet operational contractual & service level goals will be critical to success.

YOUR RESPONSIBILITIES

SERVICE DELIVERY

- Promptly answer all inbound telephone calls including but not limited to:

| | | |
|------------------------------|--------------------------|-----------------|
| New policies | Quotes | Waiting periods |
| Claim Benefits | Contribution information | |
| Hospital cover checks | Terminations | |
| Customer & Provider enquires | Policy changes | |
- Prompt processing of transactional work in accordance with OKR Service Standards including but not limited to:

| | | | |
|---|--|------------------------|--------------------------|
| General, ancillary, medical & hospital claims | | | |
| New policies | Enquires | Policy transactions | Payments & contributions |
| Terminations | Provide outbound calls including but not limited to: | | |
| Overage | Terminating policy holders | Arrears / Direct debit | Claim rejections |
| Dependants | | rejections | |
- Provide effective explanations of the content of policy documentation and standard industry topics to customers to allow informed decisions about products and services for our Managed funds.
- Record customer / provider information provided in the appropriate system(s).
- Provide information to customers about their rights and obligations, including our complaints resolution process.
- Issue correspondence to customers in plain English and within 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 Managed Service Delivery Team activities.
- As a member of the Managed Service Delivery Team, assist Peoplecare to develop a business-oriented culture based on initiative, innovation, cost effectiveness and exceptional customer service.

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.

PROJECTS /SELF DEVELOPMENT

- Undertake specialised duties as assigned by the Team Leader 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.

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- 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.
- It is the responsibility of all Peoplecare staff and its agents to be aware of Information Security risks and implement controls as appropriate.

YOUR TEAM

REPORTS TO

Customer Service Team Leader (Managed Services)

COLLABORATES WITH

- Customer Service Teams
- Management Team
- Finance
- BT&I
- Marketing
- Fund members

- Prospective Customers
- Service Providers
- Business Providers

YOUR OKRs

Your OKRs are in Crewmojo and your manager will discuss these with you.

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
- Sales and effective listening

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 WORKPLACE EQUALITY COMMITMENT

To create a workplace that advocates and raises awareness for diversity and equality for all, with a culture of zero tolerance towards violence, where respect, integrity and equity is supported and promoted.