

## Position Description

Position Title	Customer Service Consultant				
Reporting Manager Position	Customer Service Team Leader	Location	Wollongong Office		
Department	Peoplecare Service Delivery	Employment Type / Approved FTE / Position Level	Permanent / 1 FTE / Job level 1/2		
Reporting Positions	NA				
Key Relationships	Internal: FLS, Management team, Finance, BT&I, Marketing,				
	External: Fund members, Prospective members, Service providers, Business providers, Brokers				
Position ID	Note: This will be implemented once TechOne introduced	Review Date		Reviewer	Scott P

### About Peoplecare

Peoplecare Health Insurance is a member-owned not-for-profit health insurer that exists purely to benefit its members. At Peoplecare, we genuinely care about the health and wellbeing of our members and are united by a commitment to providing exceptional customer service, support and value for our members.

Peoplecare is an Illawarra-based company with members throughout Australia. We also manage a number of external health funds and operate an optical and dental clinic. We pride ourselves in delivering outstanding personal service, offering value health cover, and making health insurance easy.

Peoplecare is one of the most sought-after employers of choice in the region. Our exceptional workplace culture prioritises employee engagement, professional growth, and creating a supportive and rewarding environment for our team.

### Position 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.

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

### Key Accountabilities

#### SERVICE DELIVERY

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

new memberships	pricing and contributions	benefits	quotes	hospital cover
access gap cover	provider relations	travel insurance	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
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- 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.
- 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 Peoplecare Service Delivery Team activities.
- 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 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.
- Provide ongoing feedback to your manager with regards to member needs and process improvement opportunities

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

### Qualifications & Experience

#### 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

#### **Mindset, Behaviours and Skills**

- Role model the Peoplecare Way.
- Enthusiastic, trustworthy, approachable, and a team player.
- Work independently and take initiative.
- Manage sensitive information professionally and confidentially.
- Always seek to deepen expertise and knowledge of best practice relevant to position.
- Exceptional relationship, stakeholder, and influence skills.
- Simplify complex information and customise messaging for different audiences.
- Strong verbal/presentation skills and attention to detail.
- Advanced proficiency in financial software and MS Excel
- 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