

POSITION DESCRIPTION

Position: Customer Service Consultant

Mission 1: Peoplecare Member Value

Team: Peoplecare 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

We achieve sustainable growth through our differentiated and personalised Peoplecare member experience in their 'Moments That Matter'.

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.

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 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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- 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 (Peoplecare)

COLLABORATES WITH

- 1st line Support Team
- Management Team
- Finance
- BT&I

- Marketing
- Fund members
- Prospective Members
- Service Providers
- Business Providers
- Brokers

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

- 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 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.