

## Position Description

<b>Position Title</b>	Customer Service Consultant		
<b>Reporting Manager Position</b>	Customer Service Team Leader	<b>Location</b>	Wollongong Office
<b>Department</b>	Managed Service Delivery Team	<b>Employment Type / Approved FTE / Position Level</b>	Permanent / 1 FTE / Job Level 1 - 2
<b>Reporting Positions</b>	N/A		
<b>Key Relationships</b>	Internal: Managed Services Leadership team, Management team, Finance team, First Line Support team.		
	External: Customers and Service providers		

### 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

The purpose of this role is to 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.

### Key Accountabilities

#### 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
  - Policy 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
  - Policy terminations
- Provide outbound calls including but not limited to:
  - Overage dependants
  - Terminating policy holders
  - Arrears/Direct debit rejections
  - Claim 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.
- 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:
  - Customer 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.

#### **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.

### **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

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

- Supportive and 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
- 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

