

Human Resources

Position Description



Position Title: "Customer Service Officer - Health"

Accountable To: National Operations Manager - Health

Position Overview

The "Customer Service Officer - Health" is responsible for the provision of administrative and customer service functions at the Site and to assist Health Services Officers and other staff in their day to day activities.

Personal Attributes:

An exceptionally organised individual with a high commitment to customer services, outstanding attention to detail and a can do attitude. A team player that demonstrates high levels of initiative and responsiveness to team and customers needs, will ensure success in this role.

Responsibilities

The "Customer Service Officer - Health" is responsible for:

Primary Duties:

- Ensure all KPI's are met
- Conducting administrative activities consistent with relevant contractual and legislative requirements and MAXNetWork philosophy and quality standards
 - Maintain and support Practice Management System
 - Scheduling of client appointments
 - Maintaining provider, client, and customer databases
 - Manage storage of client records
 - Distribute incoming and outgoing communication
- Promoting MAXNetWork services and maintaining a positive high profile and professional company image
- Providing administrative support to office staff
- Provision of administrative support to other MAXNetWork Division streams
- Supporting Administrative Trainees in relation to service delivery
- Participating in professional development and training as required
- Involvement and Participation in MAXNetWork meetings and functions as required
- Greeting and assisting clients in a professional manner as per MAXNetWork quality standards
- Ordering Stationery and rehabilitation supplies as per budgets provided
- Reception duties including professionally answering incoming calls
- Other duties as directed
 - Preparing, formatting, printing and distributing documents, reports, and letters
 - Processing accounts including Accounts Payable, Accounts Receivable and Bank Reconciliation's.
 - Office housekeeping as required

Quality Standards, Regulations and Responsibilities

The "Customer Service Officer - Health" is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Company's Quality System
- The Company's Policies and Procedures
- MAXNetWork's Responsibilities/Authority Matrix
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- Particular contract specifications

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Selection Criteria

Qualifications

Completion of Certificate III in Business Administration (Office Administration) or equivalent. Industry/Practical experience essential.

Key Skills/Attributes required to fulfil position

- Demonstrated customer relations techniques and a commitment to quality customer service
- Excellent business administrative skills
- Sound communication, interpersonal and negotiation skills
- Solid organisational skills
- Computer skills – Intermediate Word, Excel, Access, e-mail, Internet
- Minimum of 40wpm with 98% accuracy

Additional Factors

- This position may require occasional attendance at meetings or training outside normal business hours
- Flexibility to work across offices as required