

POSITION DESCRIPTION

Organisation	Karratha Central Healthcare
Job Title	Customer Service Officer
Status of Employment	Full-Time
Reports To	Practice Manager
Location	Karratha

Purpose of the Position:

The Customer Service Officer is responsible for providing high quality reception and administration support to both external and internal clients at Karratha Central Healthcare.

In addition to delivering outstanding service as part of the reception team, the role will also undertake general administration tasks as required by the Practice Manager.

The Customer Service Officer will undertake all duties in a caring, supportive and culturally appropriate manner, providing an exceptional standard of care to internal and external clients always.

Supervisory Responsibilities:

There are no staff supervisory responsibilities associated with this position.

Hours of Work

The Customer Service Officer will be employed on a full-time rostered basis for 38 hours per week. Hours of work will vary between 7.00am to 7.00pm Monday to Friday.

In addition to your ordinary hours of work (defined in your employment agreement), you may be required to work reasonable additional hours that are necessary to fulfil your duties or as otherwise required.

Appointment Pre-requisites

Any offer of employment will be subject to:

- National Police Records Check
- Evidence and verification of qualifications

Primary Responsibilities

The Customer Service Officer will support the successful running of the centre through:

- Delivering quality service to clients, the clinical team, other health professionals and external stakeholders.
- Greeting clients, answering telephone calls, managing client referrals, incoming and outgoing correspondence, booking appointments, ensuring all information is managed correctly, filed and followed up accordingly.
- Maintaining confidentiality while managing client records.
- Client billing, cash collection and the preparation of monthly bank reconciliations.
- General administrative tasks as required.
- Liaising with multidisciplinary team members in the centre, other health professionals and external stakeholders.

Key Duties

General Reception / Client Services

- Answer the telephone in a courteous and professional manner and respond appropriately.
- Greeting all clients and visitors to the centre, ensuring that sign in and sign out procedures are adhered to.
- Liaise with clients and their families in a compassionate manner and manage all requests in an efficient and courteous manner.
- Manage client records in relevant medical software, including registering new clients, managing recall/review appointments and making relevant updates as required.
- Manage daily incoming and outgoing mail, email and faxes.
- Maintain filing and documentation systems.
- Liaise with couriers and delivery companies and receive and sign for goods.
- Assist and support Clinicians and other staff with administrative tasks and resources (typing, photocopying, laminating, etc).
- Any other administrative duties as directed by the Practice Manager.

Finance

- Advise clients of credit and billing policies
- Handling of cash, EFTPOS and other payments
- Process payments for Medicare and private health funds.
- Issue invoices and receipts.
- Ensure the day to day, month end billing management is accurate and reported on as required.
- Ensure the billing and electronic submission of batches are correct.

Occupational Health and Safety

- Maintain a safe environment for patients by ensuring compliance with workplace Occupational Health and Safety policies and procedures and other legal requirements.
- Ensure the practice building and workspaces are conducive to a safe and practical work environment.
- Collaborate with other members of the team to maintain Occupational Health and Safety including appropriate identification and notification of action for hazards, slips, lapses, accidents and incidents.

Selection Criteria

Essential:

- Excellent oral and written communication skills.
- The ability to maintain a high level of professionalism and confidentiality.
- Exceptional client service skills with a professional and personable manner.
- Well-developed organisational skills and ability to prioritise and meet timelines and outcomes.
- Demonstrated initiative and self-motivated attitude.
- Ability to work independently and work productively within a team environment.
- Competency in using the Microsoft Office suite of programs (Word, Excel, Outlook etc).
- High standard of personal presentation.
- Ability to work until 7pm on a rostered basis.
- Current Working with Children's Check and National Police Clearance or ability to quickly acquire.

Desirable:

- An understanding of the Medicare Benefits Schedule.
- Previous experience with *Communicare* Health Management software.
- An understanding of medical and/or allied health clinical environments.
- Previous experience in a client facing medical or reception position.
- WA C Class Driver's Licence (or transferable equivalent).

Reviewed

October 2020

Approved	Chief Executive Officer
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