

**POSITION DESCRIPTION – Customer Service Officer****Part 1 – Expectations for Your Role**

Position	Customer Service Officer
Service / Program	Primary Care
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 1
Reports to	Team Leader Customer Service, Oral Health
Effective Date	March 2025

Key Deliverables

- Each customer is welcomed to the service with empathy and hope
- Abide with the Reception Code of Conduct and contribute positively to the high functioning team dynamic
- Collaborate across all programs to ensure effective management of customer and service needs
- Contribute to Primary Health Reception Team by providing a complete range of reception, clerical and administrative tasks
- Work collaboratively with all Each staff to provide an efficient and effective service to customers accessing this service is the professional expertise we are looking for in this role
- Provide support and assistance to fellow team members and Team Leader as required
- Ensure public enquiries are responded to with accurate information about Each services/program, or re-directed to the most appropriate staff member, referral, or intake team
- Facilitate the appropriate communication for CALD and Indigenous customers through culturally sensitive and the engagement of interpreter services
- Demonstrate the ability to ensure confidentiality is upheld whilst conducting maintenance on appointments across various electronic systems

Skills

- Demonstrated commitment to community health principles
- Ability to contribute to the management of data into Pracsoft and related software programs required for an accredited medical practice, allied and community health programs
- Ability to contribute to the management of public dental programs
- Demonstrated ability to communicate effectively with a variety of people including co-workers, customers, and other health professionals, including a high level of written and verbal presentation skills
- Demonstrated ability to take initiative, negotiate and resolve issues supported by sound decision making skills
- Highly motivated with well-developed interpersonal skills and abilities, ability to relate well with a wide variety of people, and ability to work within a team environment
- Commitment to customer focus, innovation, continuous improvement, flexibility, and openness
- Use of electronic client management database systems for example: Pracsoft, TrakCare, Outlook, Excel, Titanium, Carelink
- Intermediate level IT skills

Experience and Knowledge

- Strong customer service skills and administration experience
- Demonstrated ability in working collaboratively as part of a Team



Qualification/Registrations/Licences

- Driver's Licence for travel between locations

Physical Requirements

- Able to sit at a computer for 6 – 8 hours per day
- Walk up stairs
- Ability to travel between Each locations



POSITION DESCRIPTION - Employee
Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all. These considerations extend to all of our customers inclusive of priority populations.



Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.