



**POSITION DESCRIPTION – Customer Service Officer**

**Part 1 – Expectations for Your Role**

<b>Position</b>	Customer Service Officer
<b>Service / Program</b>	Primary Care
<b>Industrial Instrument</b>	Each Enterprise Agreement 2024
<b>Instrument Classification</b>	Support Services – Level 1
<b>Reports to</b>	Team Leader Customer Service, Oral Health
<b>Effective Date</b>	January 2026

**Key Deliverables**

- Customer Engagement - Each customer is welcomed to the service with empathy and hope.
- Professional Conduct – Abide with the Reception Code of Conduct and contribute positively to the high functioning team dynamic.
- Collaboration – Collaborate across all programs to ensure effective management of customer and service needs.
- Administrative Support – Contribute to the Primary Health Reception Team by providing a complete range of reception, clerical and administrative tasks.
- Teamwork – Work collaboratively with all Each staff to provide an efficient and effective service to customers accessing this service.
- Peer Support – Provide support and assistance to fellow team members and the Team Leader as required.
- Customer Service – Ensure public enquiries are responded to with accurate information about our services/programs or re-directed to the most appropriate staff member, referral or intake team.
- Cultural Sensitivity – Facilitate the appropriate communication for CALD and Indigenous customers through culturally sensitive engagement and the use of interpreter services.
- Interagency Liaison – Liaise with other public agencies to facilitate customer care.
- Confidentiality – Demonstrate the ability to ensure confidentiality is upheld while conducting maintenance on appointments across various electronic systems.

**Skills**

- Community Health – Demonstrated commitment to community health principles.
- Data Management – Ability to contribute to the management of data Pracsoft and related software programs required for an accredited medical practice, allied and community health programs.
- Dental Program Support – Ability to contribute to the management of public dental programs.
- Communication – Demonstrated ability to communicate effectively with a variety of people, including coworkers, customers and other health professionals, with a high level of written and verbal presentation skills.
- Problem-Solving – Demonstrated ability to take initiative, negotiate and resolve issues supported by sound decision making skills.



- Interpersonal Skills – Highly motivated with well developed interpersonal skills and the ability to related well with a wide variety of people and work within a team environment.
- Customer Focus – Commitment to customer focus, innovation, continuous improvement, flexibility and openness.
- Technology Proficiency – Use of electronic client management database systems, for example Pracsoft, TrakCare, Outlook, Excel, Titanium and Carelink.

## Experience and Knowledge

- Customer Service – Strong customer service skills and administration experience.
- Teamwork – Demonstrated ability in working collaboratively as part of a team.

## Qualification/Registrations/Licences

- Current state-based driver's license to travel between locations.

## Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Office Mobility:** Move around the office including use of stairs and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally to Each locations.

### Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

*If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.*



**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 Compliance

- 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
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

### 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.