

## POSITION DESCRIPTION

<b>Role:</b>	<b>Scheduling Officer</b>
<b>Banding:</b>	Misc. 1-10
<b>Department</b>	Clinical Services
<b>Business Unit:</b>	Clinical Services
<b>Reporting To:</b>	Senior Scheduling Officer
<b>Position(s) Under Direct Supervision:</b>	Nil

### PURPOSE

Creating inclusive communities for people of all abilities

### VISION

To understand connect, and partner with the community to enable customers to achieve their aspirations.

### VALUES

**Providing excellent customer service**

We aspire to being the best and want customers to feel satisfied they are receiving the highest quality support to meet their individual needs.

**Looking for better ways**

We review our performance and look for ways to improve.

**Working together**

We understand that underpinning our success is our ability and willingness to work together.

**Being professional & accountable**

We model professional standards appropriate to our role, whilst demonstrating respect and courtesy in our treatment of others.

## 1. PURPOSE

Support the Therapy Services program to deliver quality services for all customers through managing appointments and stakeholder relationships to achieve key performance indicators.

## 2. EXPERIENCE & SKILLS

- Demonstrated skills and experience making customer appointments, rescheduling and managing cancellations using customer management systems

- Excellent time management and problem solving involving service delivery for multiple staff, customers and locations of service delivery
- Exceptional interpersonal skills with a preparedness to work collaboratively with both internal and external customers and stakeholders
- Demonstrated excellence in customer service with both internal and external customers and stakeholders and ensure a consistent approach to service delivery standards
- Demonstrated effective communication, in particular telephone manner and clear concise written communication
- Demonstrated ability to deal with customers and situations in a friendly, mature and empathetic manner, as well as effectively function under pressure
- Demonstrated ability to proactively establish and maintain collaborative relationships at all levels
- Demonstrated ability to manage own work schedule, work to tight deadlines and work under pressure in an ever changing environment
- Ability to work autonomously and as part of a team
- People oriented – approachable and courteous with a “can do” attitude

### **Desirable**

- Relevant qualifications and/or experience in customer service
- Experience delivering services under the NDIS
- Experience in the disability sector

### **3. QUALIFICATIONS & CERTIFICATIONS**

- Experience in a similar role providing scheduling and front of house customer service
- National Police Clearance (no older than 3 months)
- Evidence of current influenza vaccination
- NDIS Workers Screening
- Proof of influenza vaccine or willingness to obtain
- Proof of COVID-19 vaccinations or willingness to obtain
- Current WA Driver’s licence

### **4. KEY RESULT AREAS**

#### **Customer Service**

- Effective relationships are developed with peers and colleagues, including relevant external agencies.
- All communications with stakeholders are appropriate by also being culturally respectful and linguistically diverse.
- Support the effective communication and feedback between clients, families, schools and other stakeholders
- including the maintenance of positive customer and stakeholder relationships
- Assist with customer enquiries regarding TS services as well as other Rocky Bay services
- Suggest service improvements which will enhance the customer experiences
- The booking of appointments is coordinated for customers and stakeholders

- Customer feedback re-customer experience is recorded and allocated for response

### **Administration**

- Ensure all relevant administration tasks relating to the role are completed in a timely, proficient, and accurate manner, including any employee self service administration.

### **Teamwork and Contribution**

- Function as a role model by consistently following Rocky Bay values and professional behaviour.
- Contribute to positive team culture by actively engaging with team members.
- Identify ways to improve administrative processes and tasks to improve efficiencies and reduce administrative burden.
- Work constructively and cooperatively with managers, peers, and colleagues.
- Attend and participate in staff/team meetings and workshops as required.
- Engage and participate in opportunities to enhance personal growth, team cohesion and development.
- Support allocated teams to maximize pre-booked appointments to ensure high utilisation

### **Financial Management**

- Maintain operations by supporting growth.
- Ensure accurate records are kept.

### **Governance**

- Ensure compliance with all relevant legislation, standards, and regulations to minimise risk and enhance Rocky Bay brand reputation.
- Ensure compliance with organisational data management requirements so that security and integrity of all customer data is upheld.
- Ensure the delegation of authority matrix is always followed.

### **Work, Health & Safety & Risk Management**

- Create a safe work environment for self and colleagues by reporting any concerns that may compromise Rocky Bay's duty of care.
- Perform duties in accordance with WHS policies, procedures, and guidelines.
- Follow safe and appropriate operation of equipment and vehicles.
- Report any concerns that may compromise Rocky Bay's duty of care.

#### 4. AGILITY STATEMENT

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job and may be subject to change. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time as necessitated by business needs.