

POSITION DESCRIPTION

Position Title:	Customer Service Coordinator, Residential Care
Reporting to:	Customer Service Team Leader
Business Area:	Customer Service and Sales
Location:	Corporate Office, Subiaco

PRIMARY OBJECTIVES:

This role is primarily responsible for maintaining full occupancy of the organisation's residential beds and ensuring the smooth, efficient administration of the residential care admission process. The role is a key point of contact for external referral groups and the public in relation to permanent residential care.

KEY RESPONSIBILITIES:

- Responsible for maintaining budgeted occupancy in all of the organisation's residential care facilities.
- Fill vacant beds in the budgeted time (currently 3 days) with residents that maximise the organisation's funding.
- Develop a thorough understanding of the fee structure for residential aged care, including accommodation costs. Clearly articulate the fees to potential residents and their families.
- Develop a close working relationship with third party referral groups, Residential Care Service Managers and Administration Assistants to ensure the smooth and efficient admission process.
- Maintain accuracy and transparency in the residential care admission process to ensure other stakeholders, such as Service Managers, can access the information. Ensure that CRM documentation is kept up to date to enable other staff members in the Customer Service Team to assist in the admission process when required.
- Ensure that all contracts and financial transactions are completed in a timely and accurate manner. Ensure that tasks required by the finance team are completed proactively. Assist the Finance team in bad debt recovery when required.
- Work with the Team Leader of the Customer Service and Sales to market the vacant rooms as appropriate.
- Record responses from promotional activities and campaigns.
- Cover other roles in Customer Service and Sales, as directed by the Customer Service Team Lead.

- Conduct yourself in a professional manner at all times, ensuring a workplace free from discrimination and harassment.
- To take responsibility for a safe working environment in order to prevent injury to self, fellow staff members and others.
- Comply with Amana Living Policies and Procedures as set out in Amana Living Policy Manuals and the Charter of Residents' Rights and Responsibilities.

PERFORMANCE INDICATORS:

Specific

- Residential Care occupancy
- Length of turnaround – vacant to occupied
- Positive customer and stakeholder feedback

General

- Work as a member of the Customer Service and Sales Team
- Maintain confidentiality of resident/staff information
- Report workplace hazards
- Report personal accidents or injury
- Be familiar with fire and safety procedures and precautions
- Attend relevant training sessions
- Comply with all relevant Occupational Health and Safety Act
- Comply with the Privacy Act 1988
- Other duties as directed by the Team leader, Customer Service and Sales
- Show regard for residents' rights, independence and individual differences

SKILLS, KNOWLEDGE, EXPERIENCE & COMPETENCIES REQUIRED:

Skills, Knowledge & Experience

Mandatory / Desirable	Description
D	Previous experience in aged care
D	Previous experience working with people with diverse needs and expectations
M	Ability to work independently, with minimal supervision
M	Results-driven and passionate about meeting targets
M	Exceptional customer service skills and quality standards
M	Experience with face-to-face customer interaction, involving complex negotiations
M	Previous experience in a complex administrative role
M	Excellent phone manner
M	Strong communication and interpersonal skills
M	Advanced time management, organizational and problem-solving skills

M	High-level computer skills and experience with Microsoft Office applications
M	Current Police Clearance (no older than 6 months)
M	Current Influenza vaccination & Covid-19 Vaccination as per Amana Living policy
M	Current Driver's Licence
M	Successful completion of Pre-Employment Medical Form & Reference Check

Competencies & Behaviours (*considered important to success in the role*)

Demonstrated ability to manage competing priorities successfully in a high-stress environment.
A high degree of accuracy and attention to detail
Ability to influence and collaborate with key stakeholders
Commercial and financial acumen.
Proven ability to analyse problems, identify critical issues and develop strategies and make suitable decisions for delivering solutions
Well-developed networking skills