

## Role description

### Customer Service Officer



Position no.	E20057	Work Area Profile	Customer Service Team
Work level/Classification	AHPRA Level 2	Reports to (role)	Team Leader
Positions reporting to this role	None	Location	Sydney Office
Number of indirect reports	None	Tenure	Fulltime, on-going
Review Date		Closing Date	Please refer to job advertisement

### Work Area

AHPRA's overall mission is to protect the public by regulating health practitioners efficiently and effectively in the public interest to facilitate access to safer healthcare for all the community. Website: [www.ahpra.gov.au](http://www.ahpra.gov.au)

AHPRA's customer service team (CST) sits within the Regulatory Operations directorate, and plays a critical front line role in responding to telephone and web-based enquiries from health practitioners and the general public.

### Position purpose

The role of the Customer Service Officer is responsible for delivering high quality customer service by responding to customer enquires received through multiple channels to meet service delivery standards. This is a permanent full time position and operates on a rotating roster between the hours of 7 am to 7 pm AEST Monday to Friday with some public holiday work and overtime required at different times of the year to ensure there is national coverage for the service across all time zones. At times of extended outage of the CST in Sydney, staff may be required to relocate on a short team basis to another capital city to work from there.

## Key Result Areas

Accountabilities	Key Activities
<b>Contact Centre Operations</b>	<ul style="list-style-type: none"> <li>▪ Answer incoming calls and respond to routine enquiries whether by phone, email or via the web made to the AHPRA Contact Centre following established guidelines.</li> <li>▪ Record all enquiries in AHPRA's system according to established policies and procedures.</li> <li>▪ Meet set key performance indicators including average handle time, adherence to schedule, productivity and quality assurance metrics,</li> <li>▪ Forward or appropriately refer all registration and notification requests and other specific enquiries to designated staff according to established procedures.</li> <li>▪ Observe contact enquiry confidentiality at all times.</li> <li>▪ Contribute to the development, review and continuous improvement of the contact centre operations.</li> <li>▪ Adjust communication style and exercise call control to suit the caller.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Manage and take responsibility for delivering high quality customer-focused services.</li> <li>▪ Understand customer perspectives and ensure responsiveness to their needs.</li> <li>▪ Identify customer service needs and implement solutions.</li> <li>▪ Find opportunities to co-operate with internal and external parties to improve outcomes for customers.</li> <li>▪ Participate in and learn from performance coaching to ensure service delivery is maintained at a high standard.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>▪ Maintain the register of health practitioners and AHPRA's contact records to ensure information that is entered is up to date and accurate.</li> <li>▪ Maintain documentation that is up to date and consistent with policies, processes, procedures and requirements of the legislation.</li> <li>▪ Maintain electronic filing systems so that documents are stored appropriately in accordance with AHPRA records management policies.</li> </ul>
AHPRA Values	
<b>Service</b>	<p>We:</p> <ul style="list-style-type: none"> <li>✓ Listen, and ask how can I help you?</li> <li>✓ Finish whatever we start</li> <li>✓ Are approachable, reliable and accountable</li> </ul>
<b>Collaboration</b>	<p>We:</p> <ul style="list-style-type: none"> <li>✓ Stop, listen, respect and act</li> <li>✓ Actively engage with others</li> <li>✓ Share knowledge and seek feedback</li> </ul>
<b>Achievement</b>	<p>We:</p> <ul style="list-style-type: none"> <li>✓ Are clear on the outcomes we require</li> </ul>

	<ul style="list-style-type: none"> <li>✓ Provide regular updates on work activities</li> <li>✓ Identify and address priorities and recognise success</li> </ul>
<b>Our way of working</b>	<ul style="list-style-type: none"> <li>▪ Operate in accordance with AHPRA's values and "way of working" in day-to-day work activities</li> <li>▪ Comply with AHPRA's Code of Conduct and all other AHPRA policies and procedures including ensuring adherence to the obligations set out in: <ul style="list-style-type: none"> <li>✓ AHPRA's workplace health and safety policies and procedures</li> <li>✓ Equal Opportunity and Harassment &amp; Bullying Policies</li> <li>✓ Confidentiality and Privacy Policies</li> </ul> </li> <li>▪ Adhere to and apply the information contained in any mandatory or job related training</li> <li>▪ Deliver a professional, customer-focused service to internal and external customers</li> <li>▪ Identify and participate in opportunities to develop knowledge, skills and experience as well as personal development activities as part of AHPRA's Performance &amp; Development Planning process</li> </ul>
<b>Success Factors</b>	
<ul style="list-style-type: none"> <li>▪ Apply relevant measures to allow quick and confident responses that maintain standards, processes and systems.</li> <li>▪ Clearly communicate to customers and stakeholders what can be done and the timelines.</li> <li>▪ Ensure service levels are maintained and raise any concerns to ensure expectations are met.</li> <li>▪ Co-operate and be open to change, and consider how change can be adapted into own role.</li> <li>▪ Understand and act on feedback in a constructive manner.</li> <li>▪ Treat others with courtesy and respect and act in a polite and professional manner.</li> <li>▪ Liaise with and question clients regarding their specific needs.</li> <li>▪ Take responsibility for completion of tasks and maintain consistent performance.</li> <li>▪ Understand and demonstrate behaviours that reflect AHPRA's values and Code of Conduct.</li> </ul>	

## Key requirements

Key Relationships	Qualifications/Experience
<b>Internal</b> <ul style="list-style-type: none"> <li>▪ Registration teams</li> <li>▪ Notification teams</li> <li>▪ Monitoring and compliance teams</li> <li>▪ Team Leader</li> <li>▪ Performance Quality and Training Coordinator</li> <li>▪ Workforce Planning and Data Analyst</li> <li>▪ Customer Experience Manager</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience in a customer service environment with the ability to interpret and relay complex information</li> <li>▪ Strong interpersonal skills with the ability to build and maintain productive working relationships.</li> <li>▪ Ability to work collaboratively and effectively as part of a team.</li> <li>▪ Ability to display initiative and work independently when required.</li> <li>▪ Strong oral communication skills with the ability to deal with challenging customers and deliver a positive experience.</li> <li>▪ Demonstrated computer literacy with proficiency in a range of applications including Microsoft Office and experience using electronic databases.</li> </ul>

Key Relationships	Qualifications/Experience
<b>External</b> <ul style="list-style-type: none"> <li>▪ Applicants</li> <li>▪ Health practitioners</li> <li>▪ General Public</li> </ul>	