

# Position Description

## Customer Service Officer



### Details

Area	Deputy Vice-Chancellor Academic Portfolio
Team / School	Student Services / Student Health and Wellbeing
Employment	Part-time (0.6FTE), Continuing
Location	Geelong Waurm Ponds / Waterfront Campus
Classification	HEW 5
Manager Title	Team Leader, Customer Service

### Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

At Deakin we value diversity, embrace difference and nurture an inclusive, safe and respectful community. Deakin is an Employer of Choice for Gender Equality, a SAGE Athena SWAN Bronze Award holder, seeking gender equity for Women in STEMM, and a Silver Award holder in the Australian Workplace Equality Index for LGBTQ inclusion. We strongly encourage applications from Aboriginal and Torres Strait Islander people and people of all cultures, abilities, sexualities and genders.

[Strategic Plan – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

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### **Overview**

The Health and Wellbeing Customer Service Officer is the primary point of contact for Deakin students and staff seeking professional services provided by the Health and Wellbeing Centres. To enable this, this position maintains broad and up-to-date knowledge of the University's news, events, policies and procedures by networking with relevant areas across the Deakin services as well as an up-to-date knowledge of external guidelines such as Department of Health and Human Services and Medicare.

The position will manage staff and students presenting for medical, counselling and wellbeing services, deploying appropriate triage techniques whilst ensuring the requirements of confidentiality and privacy legislation are strictly adhered to at all times.

### **Accountabilities**

- Deliver effective and efficient outcomes and outputs against team and operational work plans utilising multiple clinical and data management software systems simultaneously
- Take personal responsibility and show initiative to meeting goals and objectives contributing to an inclusive team environment and welcoming environment for students and staff accessing services
- Consult with available sources to gather relevant information and seek the expertise and advice of other people as appropriate ensuring relevant referrals to various Health and Wellbeing services as per existing guidelines
- Recognise the importance of teamwork and of effective communication amongst team members and build rapport within immediate team in ways that are respectful and inclusive of others
- Clarify expectations and respond promptly to client requests, queries or complaints to ensure client needs are met to agreed standards and timelines and escalating to appropriate staff as required
- Build productive relationships with a diverse range of existing stakeholders and actively seek to maintain positive relationships
- Understand local processes, maintain accurate client records and correspondence handling, manage account and banking systems, regularly track progress of work tasks and identify key issues
- Present information in a clear, structured, concise and tailored way by focusing on key messages and check that messages are understood and meet audience needs
- Use knowledge of continuous improvement principles to analyse current processes and practices
- Provision of administrative and organisational tasks in support of Managers and other senior staff members

### **Relationships**

- Internal relationships: Student Services, Faculty staff, Diversity, Equity and Inclusion
- External relationships: Deakin College, Deakin University Student Association (DUSA), Deakin Residential Services (DRS), external health providers; Department of Human Services (DHS), Primary Health Networks (PHNs), Medicare, Overseas Health Cover (OSHC) providers

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### Selection

#### *Qualifications and experience*

- Completion of a Degree without subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training
- Experience in MS Office products, email applications and databases
- Experience in a customer service environment in a large organisation
- Knowledge of medical terminology and medical software packages, Best Practice in particular.

### Capabilities

- **Collaboration:** Proactively supports working together, shares ideas and provides constructive feedback; respects and values others
- **Service Culture:** Considers other perspectives in making decisions and providing advice; strives to exceed expectations
- **Consulting and Advice:** Provides expert and valued advice; supports achievement of outcomes for stakeholders
- **Communicating with Influence:** Engages and energises others through clear and persuasive communication
- **Personal Resilience:** Maintains composure and focus under pressure, adapts to changing situations and recovers from setbacks
- **Analysis and Problem Solving:** Sources relevant information; identifies problems and offers sustainable practical solutions

### Special Requirements

- Working with Children Check (refer to Recruitment Procedure)
- Mental Health First Aid Training
- Current First Aid Certificate 2 or CPR certificate

### Note

The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.