

Position title	Customer Engagement Officer
Position holder	Vacant
Program	Customer Engagement
Funded by	Grampians Community Health
Based at location	Ararat
Responsible to	<ul style="list-style-type: none"> • Program Leader Customer Engagement • Manager Community & Capacity • General Manager Systems & Engagement • Chief Executive Officer
Direct reports	<ul style="list-style-type: none"> • Nil
Award	Health and Allied Services Managers and Administrative Workers Victorian Stand-Alone Community Health Services Multi-Employer Enterprise Agreement 2022-2026
Classification	Grade 1
Hourly rate	\$32.01 Annual \$50,601 (part time) to \$63,252 (full time)
Status	Part time/Full time – Fixed Term for 7 months with potential for permanent ongoing at the end of fixed term period
Hours per week	30.4 to 38
PD last updated and approved by CEO	March 2024

Position summary

Grampians Community Health Reception and Administration ensures that all aspects of reception and administrative duties are performed in an effective, timely and professional manner to ensure the smooth running of the organisation.

The Customer Engagement Officer provides welcoming, professional and timely initial contact for all people accessing Grampians Community Health sites; supports Grampians Community Health staff to ensure the smooth operation of the organisation; and assists to facilitate the central intake system through identification of initial needs for people accessing Grampians Community Health programs and/or programs external to Grampians Community Health.

Key responsibilities

Customer Service

1. Greet all people attending Grampians Community Health in a timely manner by welcoming, directing and announcing them appropriately.
2. Promote that Grampians Community Health is “The Right Door” to access health services by providing information to customers about Grampians Community Health programs and assisting them to find and link them to alternate health services where required.
3. Answer, screen and forward incoming phone calls and provide information as required.
4. Create, maintain and display all relevant site specific/ organisation information, including working hours, closures etc.
5. Assist to maintain a well-ordered, welcoming reception area.

6. Ensure clients and community members are included in the decision making and work of Grampians Community Health programs and projects, feedback or complaints.
7. Coordinate Community Car bookings: collect customer bookings, engage volunteer drivers, book cars and accurately record data.

Staff Support

In consultation with the Program Leader Customer Engagement and Manager Community and Capacity:

8. Provide general administration support to the Business Services program area.
9. Provide administration support for the Needle syringe Program and Drink and Drug drive program: collecting customer bookings, entering data into external service portals: including Trybooking and VicRoads.
10. Provide general administration support to programs where appropriate including, but not limited to: taking, collating and distributing minutes, sorting mail and deliveries, managing bookings and keys, photocopying and binding.
11. Provide reception and/or administration orientation for new staff, volunteers and students as required.
12. Coordinate supervision rosters for relevant staff.

Managing Organisation Systems

13. Manage the ordering and delivery of consumable supplies: stationary, milk, tea and coffee.
14. Ensure deadlines are met for reports, data collection and client issues.
15. Receive notice and advise appropriate personnel of staff absence
16. Receive and receipt payments via cash/ credit card and providing invoice reports to finance.
17. Receive, document and distribute Grampians Community Health emails, electronic faxes and media information as required.
18. Support the Grampians Community Health Central Intake System as required:
 - Identify customers initial needs
 - Provide customers with appropriate information about Grampians Community Health programs and other local programs
 - Utilise intake systems e.g. Intake Phone Log
 - Maintain an excellent working knowledge of the Grampians Community Health service directory/programs and external services.

Other

20. Grampians Community Health is an NDIS service provider. Your expertise may provide opportunity for you to work with NDIS participants over and above this role.
 21. Provide supervision and support to students as required.
 22. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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Key selection criteria

Qualifications

- Qualifications and/or experience in administration.

Mandatory

- Proven ability or track record to:
 - Assess situations and provide solutions to issues
 - Maintain an excellent working knowledge of varied program areas

- Communicate well, and with confidence, to a wide variety of people
- Adapt to process change
- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.

Desirable

- Ability to recognise service and policy deficiencies and identify and analyse potential options or strategies to address these.
- Demonstrated ability to contribute to positive workplace culture and practices.

Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Current Employee Working with Children Check

Personal attributes

- Empowering
 - Professional
 - Inclusive
 - Compassionate
 - Courageous
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Conditions of employment

This position is part time ongoing and is subject to:

- Successful completion of a six-month probationary period

And requires the following checks:

- Satisfactory police check
- Employee Working with Children Check

Note: Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

Required training

- MARAM Brief and Intermediate.
 - Sentrient online learning management system courses as required.
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Employee acceptance of position:

Employee signature

Vacant

Date