

<b>Position title</b>	Customer Engagement Officer
<b>Position holder</b>	Vacant
<b>Program</b>	Customer Engagement
<b>Funded by</b>	Grampians Community Health
<b>Based at location</b>	Horsham
<b>Reports to</b>	<ul style="list-style-type: none"> <li>• Program Leader Customer Engagement</li> <li>• Manager Community &amp; Capacity</li> <li>• General Manager Systems &amp; Engagement</li> <li>• Chief Executive Officer</li> </ul>
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Award</b>	Health and Allied Services Managers and Administrative Workers Victorian Stand-Alone Community Health Services Multi-Employer Enterprise Agreement 2022-2026
<b>Classification</b>	Grade 1
<b>Hourly rate</b>	\$32.81
<b>Status</b>	Part time/Casual
<b>Hours per week</b>	15.2
<b>PD last updated and approved by CEO</b>	October 2024

## Position summary

The Customer Engagement Officer provides a welcoming, friendly, professional and timely initial contact for all people accessing Grampians Community Health sites via face to face, phone call and email contacts.

Customer Engagement Officers provide information on service options, navigating the system and referral pathways as per the Victorian Service Coordination Manual 2012 for those seeking service support.

The Customer Engagement Officer provides administration support to the agency where such support enhances the customer journey and does not detract from the ability to provide customer service to those contacting Grampians Community Health Centre.

## Key responsibilities

1. Greet all people attending Grampians Community Health in a timely manner by welcoming, directing and announcing them appropriately.
2. Answer, screen and forward incoming phone calls with appropriate information provision to call recipient.
3. Assist people contacting GCH by:
  - a. Providing information to customers about Grampians Community Health programs and assisting them to access health services via a "The Right Door" approach, linking with external services where required.
  - b. Receipting of payment for GCH service (cash, Eftpos & cheques) and document transactions.
  - c. Managing appointments for relevant services and events.
  - d. Assisting customers to provide feedback.
  - e. Managing enquiries and bookings for room hire.

4. Perform administration tasks, including but not limited to:
    - a. Processing Mail (incoming and outgoing).
    - b. Ordering and procurement of stationery and kitchen supplies.
    - c. Maintaining petty cash and till float at each site, ensuring appropriate authorisation and completion of banking and relevant documentation.
    - d. Assisting fleet management for fleet cleaning and servicing schedules.
    - e. Assisting GCH staff with Yarooms car and room bookings.
  5. Where required and in mutual agreeance with program leadership, take the lead on specific program service administration responsibilities such as Drink Drug Drive or Package Support, utilising other platforms such as TryBooking and funding body portals to document program needs.
  6. Create and maintain appropriate a professional, well-ordered, welcoming front-of-house reception, displaying all relevant site specific/ organisation information.
  7. Provide supervision and support to students as required.
  8. 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 demonstrated experience working in customer service and/or administration.

#### **Mandatory**

- Demonstrated ability to prioritise customer experience in customer service.
- Demonstrated ability to problem solve using initiative.
- 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**

- 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 ongoing 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.

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## Required training

- Sentrient online learning management system courses as required.
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## Employee acceptance of position

Employee signature

Vacant

Date

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