

<b>Position title</b>	Customer Engagement Officer
<b>Program</b>	Customer Engagement
<b>Responsible to</b>	<ul style="list-style-type: none"> <li>• Manager Quality resources</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>• Nil</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

### 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 people on phones and attending Grampians Community Health sites in a welcoming, timely manner, 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. Booking and confirming appointments, and Inputting client details to relevant Client Management Systems where 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.

#### General Administrative and Operational Support

8. In consultation with manager, provide general administration support to the Business Services program areas where required.
9. In consultation with manager 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.
10. In consultation with manager Provide reception and/or administration orientation for new staff, volunteers and students as required.

## Managing Organisation Systems

11. Conduct administrative tasks e.g. booking rooms, ordering, organising and updating stationery, sanitary products, milk, tea and coffee supplies.
12. Assists in ensuring deadlines are met for reports, data collection and client issues.
13. Receive notice and advise appropriate personnel of staff absence
14. Receive and receipt all relevant payment types. Maintain accurate financial records including petty cash, expenditure, reconciliations and requests for reimbursement and provide relevant reports to customers and finance.
15. Using digital systems such as AlayaCare, Uniti, YaRooms and Business Central to manage client records, coordinate bookings, process financial transactions, and assist with program reporting and service delivery.
16. Receive, document and distribute Grampians Community Health emails, electronic faxes, incoming and outgoing mail, and media information as required.
17. 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

19. Supervise and support students as required.
  20. Other duties commensurate with current skills and experience as agreed with the Manager, General Manager or the Chief Executive Officer.
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## Key Selection Criteria

- Relevant experience in administration.
  - 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.
  - High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
  - 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.
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## Quality, Health & Safety

- Act in a way that maintains physical and psychological health and safety for self and others.
- Adhere to safe work practices relevant to the role.
- Promptly report issues that might put self or others at risk, including incidents and near misses, and respond appropriately to risks and reports from others when appropriate to do so.
- Is kind to self and others.
- Contribute to workplace safety and reduction of workplace injuries.
- Ensure team members, consumers/participants and visitors are safe, and accurately report any incidents, hazards and near misses in a timely and professional manner.
- Work at all times within a culture of continuous quality improvement.

## Personal attributes

- Empowering
  - Professional
  - Inclusive
  - Compassionate
  - Courageous
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## Licences and registrations

- Current National police check
- Current Employee Working with Children Check

**Please note:** These checks are a standard part of our employment process at Grampians Community Health. If the results of these checks are not aligned with the requirements of the role, we may reconsider the offer of employment.

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## Required training

- MARAM Brief and Intermediate.
  - Internal online courses as required
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Position Description last updated and approved by CEO

November 2025