

<b>Position title</b>	Casual Customer Engagement Officer	<b>Cost code</b>	SPT05
<b>Position holder</b>	Vacant		
<b>Program</b>	Business Services/Customer Engagement		
<b>Funded by</b>	Grampians Community Health		
<b>Based at location</b>	Horsham/Stawell/Ararat		
<b>Responsible to</b>	<ul style="list-style-type: none"> <li>• Program Leader Customer Engagement</li> <li>• Manager Business Services</li> <li>• General Manager Business Support and Innovation</li> <li>• Chief Executive Officer</li> </ul>		
<b>Award</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022		
<b>Classification</b>	Clerical Worker Grade C		
<b>Hourly rate</b>	\$34.13 (\$27.30 + 25% casual)		
<b>Status</b>	Casual/backfill		
<b>Hours per week</b>	Casual/Backfill		
<b>PD last updated</b>	October 2020		

### 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 Business Services:

8. Provide general administration support to the Business Services program area: allocations? Minute taking, etc
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**

19. **Participate where appropriate, in** meetings and projects with key stakeholders to determine areas of collaboration and develop a solution approach.
  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

#### **Desirable**

- Ability to recognise service and policy deficiencies and identify and analyse potential options or strategies to address these.

#### **Demonstrated skills, experience and/or understanding of:**

- 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.
- Well-developed organisational skills with the ability to prioritise multiple tasks.
- 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.
- 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 Working with Children Check
- Disability Worker Exclusion check

## Personal attributes

- Ethical and inclusive
- Self-disciplined
- Collaborative and supportive
- Flexible and resilient

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## Conditions of employment

This position is casual and is subject to:

- Successful completion of a six month probationary period

And requires the following checks:

- Satisfactory police check
- Working With Children Check
- Clear Disability Worker Exclusion Scheme 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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## Chief Executive Officer approval:

**CEO signature**

**Greg Little**

**Date**

## General Manager approval:

**General Manager signature**

**Kate Astbury**

**Position**

General Manager Business Support and Innovation

**Date**

## Manager review:

I have reviewed and approve this position description

**Manager**

**Mia Fraser**

**Position**

Manager Business Support and Innovation

**Date**

## Employee acceptance of position:

**Employee signature**

**Vacant**

**Date**