

*Stay Well, Get Well, Manage Well*

**POSITION DESCRIPTION  
CUSTOMER CARE MANAGER**

<b>1 Key Capabilities</b>	
<i>Position Summary</i>	The Customer Care Manager will oversee the Customer Care Centre, membership growth and membership retention in their respective region in line with the goals and objectives of the business plan, ensuring the delivery of exceptional customer service. The Customer Care Manager will provide appropriate motivation, communication and ongoing leadership and coaching to the team and liaise with management to maintain a good understanding of the organisation's strategic outcomes that drive key result areas and behaviours.
<i>Essential (Selection Criteria)</i>	<ul style="list-style-type: none"> <li>• 3+ years' in a management role and demonstrated leadership of a small/medium team</li> <li>• Proven success in people leadership, performance management, team building and staff development</li> <li>• Competent in Microsoft Suite (Outlook, Word and Excel) and adapting to new software applications;</li> <li>• Outstanding customer service skills and ability to maintain professional stakeholder relationships;</li> <li>• Superior communication skills;</li> <li>• Self-manage workloads and prioritise tasks;</li> <li>• Demonstrated ability to manage conflict and establish good relationships with customers and staff;</li> <li>• Ability to identify, recommend, initiate and implement business plan strategies in operating rhythms and process efficiencies</li> </ul>
<i>Qualifications</i>	Diploma level qualification in Management or applicable industry qualification combined with relevant experience.
<i>Preferred</i>	<ul style="list-style-type: none"> <li>• An understanding of Private Health Insurance</li> <li>• Certificate IV in Workplace Training &amp; Assessment</li> </ul>
<i>Employment Conditions</i>	Permanent Full Time (Negotiable)
<i>Working location</i>	Based in Launceston
<i>Reports to</i>	Head of Member Relationships
<i>Professional Development</i>	At St.LukesHealth your professional development plan will focus on helping you develop and grow at every level of your career to identify and develop strengths to enable you to do your best work every day

## 2 Key Responsibilities

- 2.1 Oversee and manage the day to day operations of the Customer Care centre and team members, lead team meetings, conduct annual performance reviews, settle disputes in accordance with the organisation's policies

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- 2.2 Ensure adequate resourcing, leave entitlements and policies and procedures relating to employees are monitored and met and workloads are managed to provide efficient and effective service within the Region adhering to the expected service standards of customer service

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- 2.3 Support team members to maintain and increase new business growth with existing clients, corporate groups and agents

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- 2.4 Develop team goals and objectives and ensure alignment with organisation strategic and business plans

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- 2.5 Mentor and support team members in dealing with member / customer enquiries / complaints

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- 2.6 Communicate effectively within the team and across the organisation

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- 2.7 Oversee and manage risk and workplace health and safety activities within your area of responsibility

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- 2.8 Encourage initiative and innovation from team members, identify potential and encourage learning and development to enhance skills

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- 2.9 As required, provide reports, results and outcomes of achievements, sales targets and other indicators as set in the annual plan

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- 2.10 Prepare annual budgetary requirements and evaluate minor work projects and implementation when required

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- 2.11 Ensure all office equipment is maintained and upgraded as required

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- 2.12 Support the agents and cash payments centres (if applicable) to continue to operate efficiently and effectively and organise training for agency staff as necessary

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- 2.13 Oversee the employees in your region to meet required standards in their communications with customers and team members and ensure they develop their skills in this area

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- 2.14 Conduct annual / bi-annual performance appraisals with your direct reports, and develop 12 monthly goals and celebrate achievements and monitor performance and behaviours against their key indicators and Code of Conduct

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- 2.15 Conduct recruitment of suitable, right fit people into the organisation, liaising with People & Culture to follow procedures that provide decision points throughout the recruitment process

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- 2.16 Maintain confidentially or employee, member and organisational sensitive information

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### 3 Key Result Areas

- 2.1 Manages direct reports through annual performance appraisals, coaching and mentoring, goal setting and achieving outcomes, developing career progression and identifies training needs, effectively handles complaints and grievances and leads by example in demonstrating the values and behaviours of St.LukesHealth in a constructive manner.

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- 2.2 Regularly assesses all matters in relation to Risk and Compliance policies and Workplace Health and Safety to ensure compliance with all legal issues, WHS standards and policies and procedures are integrated into the philosophy and the activities of the Customer Care Centres.

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- 2.3 Monitors and manages the teams' output and ensures efficiencies and effort achieve the expected outcomes of the organisation's strategic plan.

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- 2.4 Demonstrates leadership within the operations and broader team, contributing in a constructive manner and provides effective solutions to problems, is prepared to listen to others and consistently behaves collaboratively to build well-developed honest and open relationships.

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- 2.5 Is self-motivated and committed to continuous learning, completing mandatory training and upskilling in areas identified by self and the Head of department.

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- 2.6 Is collaborative and communicates well with all stakeholders, willingly providing solutions/ suggestions, resolving issues as they arise and following up with the individual to ensure satisfaction.

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**LEVEL OF CAPABILITY - 3**

<p><b>Communication &amp; Engagement</b></p> <p><i>Communicates and engages effectively with internal and external stakeholders for the benefit of St.LukesHealth</i></p>	<p><b>Organisational planning &amp; Project Management</b></p> <p><i>Manages time, resources and projects effectively and efficiently to achieve successful outcomes</i></p>	<p><b>Professional &amp; Technical Expertise</b></p> <p><i>Applies and improves specialised technical/professional knowledge, skills and judgement to achieve outcomes</i></p>	<p><b>Business Understanding &amp; Business Intelligence</b></p> <p><i>Builds and maintains a wide knowledge and understanding of the business environment and uses methods and techniques to transform data into meaningful and useful information</i></p>	<p><b>Creative &amp; Strategic Thinking</b></p> <p><i>Considers options, risk controls, embraces opportunities and develops, implements and monitors solutions that align with strategic objectives</i></p>
<p><b>Communicates effectively</b></p> <ul style="list-style-type: none"> <li>• Modifies communication depending on the audience and the setting, innovatively creates presentations using a variety of delivery methods.</li> <li>• Prepares documents and reports based on work-related knowledge and has good understanding of PHI and privacy obligations when drafting correspondence and reports.</li> </ul>	<p><b>Plans &amp; organises</b></p> <ul style="list-style-type: none"> <li>• Prioritises effectively to achieve defined targets, manages own and /or teams performance and anticipates and addresses barriers to work plans.</li> <li>• Gathers and assesses information and develops recommendations as part of the strategic planning process.</li> </ul>	<p><b>Knows role &amp; organisation</b></p> <ul style="list-style-type: none"> <li>• Uses knowledge of own area to contribute to thinking on future organisational direction.</li> <li>• Understands and consistently applies professional and technical standards and SLH policy and procedures.</li> <li>• Uses understanding of the operating environment to organise work.</li> </ul>	<p><b>Understands &amp; applies business basics &amp; financial knowledge</b></p> <ul style="list-style-type: none"> <li>• Considers financial and budgetary implications during planning and decision making.</li> <li>• Demonstrates basic proficiency in analysing financial reports and advanced skills in drawing inferences.</li> <li>• Correctly defines resourcing requirements for a specific task</li> </ul>	<p><b>Uses initiative &amp; solves problems</b></p> <ul style="list-style-type: none"> <li>• Identifies and monitors tasks and activities to be undertaken and considers multiple options when resolving work problems.</li> <li>• Thinks beyond the apparent limitations of the situation to consider more effective ways of operating, develops a range of solutions and tests likely outcomes.</li> </ul>
<p><b>Influences &amp; negotiates</b></p> <ul style="list-style-type: none"> <li>• Influences others by outlining benefits and drawbacks of particular courses of action based on rules, guidelines and facts and takes corrective action when required.</li> </ul>	<p><b>Initiates &amp; plans projects</b></p> <ul style="list-style-type: none"> <li>• Checks project and deliverable details prior to commencing work.</li> <li>• Provides clear communication to key stakeholders on accountabilities, goals, progress and measurables and business impact.</li> <li>• Adjusts priorities in response to changing circumstances and minimises last minute emergencies.</li> </ul>	<p><b>Develops &amp; maintains capabilities</b></p> <ul style="list-style-type: none"> <li>• Continuously builds knowledge, keeping up to date on the professional, technical or procedural aspects of the job.</li> <li>• Demonstrates reflective practice that contributes to a positive impact on the quality of work outcomes.</li> </ul>	<p><b>Manages risk</b></p> <ul style="list-style-type: none"> <li>• Demonstrates an understanding and application of relevant health and safety principles and monitors progress of all new initiatives with a view to avoid mistakes and limit risks.</li> <li>• Implements BI and risk management processes.</li> </ul>	<p><b>Aligns actions with strategic direction</b></p> <ul style="list-style-type: none"> <li>• Identifies team goals linked to strategic objectives and develops individual performance appraisal goals required to meet these objectives.</li> <li>• Consults with team members to establish a shared understanding of roles and responsibilities within the team.</li> </ul>

**Engages with internal & external stakeholders**

- Demonstrates an understanding of the interaction of own business unit with other areas across the organisation and looks for linkages to support key outcomes.
- Makes self fully available during critical periods, in order to ensure high quality service and strives to value add to core SLH activities.

**Controls, monitors & evaluates projects**

- Is responsible for meeting time, budget and quality requirements on parts of the project.
- Encourages feedback after project close and participates in the evaluation of outcomes.
- Drafts recommendations for process change.

**Application of business improvement & technology**

- Demonstrates knowledge of standards, legislation, policies and procedures relevant to the role and utilises an understanding of external trends to provide suggestions for improvements in organisational policy and procedures.
- Develops policy and workflows for use of digital functions in their area of work.

**Undertakes analysis**

- Applies expertise in analysing and interpreting data.
- Recognises patterns and trends and draws out key information from complex data.
- Analyses trends and issues within PHI and wider community to support organisational objectives.

**Proactively responds to change**

- Actively seeks to understand the need for change, engenders staff support and motivates team to consider and suggest new ideas.

## Values and Behaviours

### STEWARDSHIP

*Taking care of the future*

*We encourage creativity and respond to the needs of our members to stay healthy, get well quicker, live better with illness and deliver peace of mind through the considered and innovative management of risk, capital, resources, people and products.*

### RESPECT

*Respect the individual*

*Our people put the team ahead of their personal success and commit to building the capacity of each other and our organisation through respect, communication, empowerment, valuing the individual strengths to serve our members*

### EXPERIENCE

*Value the engagement*

*We are dedicated to partnering with our members and our people to deliver exceptional service, actively engaging with our community to build our reputation as innovative leaders in the health insurance industry.*

### INNOVATION

*Dare to disrupt*

*We are committed to creating an ambitious and proactive environment that focusses on and encourages forward thinking and new ideas, partnerships, embracing change and continually enhancing the member experience.*

### INTEGRITY

*Do right, be real and be brave*

*We are professional and honest in our working relationships striving for fairness in our decision making and in our treatment of one another that ultimately affects the business outcomes and builds member trust.*