



*'Helping our members stay healthy, get well quick, live better with illness
and deliver peace of mind'*

POSITION DESCRIPTION

BUSINESS DEVELOPMENT /CUSTOMER CARE CONSULTANT

Position Summary

This is a dual role position. This role will be supporting the business development of new and existing business opportunities in our Corporate Business groups, to enable St.LukesHealth to achieve the strategic and business objectives for growth and client relationships. They will also possess the flexibility to work within the Customer Care Centre environment.

There is an expectation that excellence is a priority when managing the dual tasks of business development and customer care centre tasks and services to St.LukesHealth members at all times, while building positive and effective relationships with all internal employees.

This role reports initially to the Corporate Services Coordinator for Business Development activities and to the Southern Customer Care Manager for Customer Care Centre activities / Business Development.

Key Capabilities

Essential

- 3+ years' experience in a sales environment with demonstrated knowledge in sales and marketing strategies;
- High proficiency in decision making and planning;
- High levels of negotiation and networking skills
- Information technology to intermediate levels
- Excellent time management with the ability to prioritise
- Demonstrated ability to apply initiative and work unsupervised
- Sales & Marketing principals, practices and strategies
- Presenting and communicating information
- Demonstrated ability in negotiation, networking, presenting and communication
- Achieving personal work goals and objectives.
- A current Tasmanian drivers' license and Police Certificate

Qualifications

Minimum Cert III qualification relevant to sales and marketing or demonstrated experience in a similar role.

Preferred

- Experience in the Health Insurance Industry
- Eligibility for membership of an appropriate sales body

Employment Conditions

Permanent Full Time

Reports to

Corporate Services Coordinator / Southern Customer Care Manager

Working location

Based in location as required (North, South, NW). Inter/intrastate travel required.

Professional Development 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.

1 Key Responsibilities

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- 1.1 Develop new business growth and opportunities with both new and existing clients with the focus on achieving the strategic and business objectives for growth and client relationships.
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- 1.2 Develop new member relationships and maintain high level of member interaction and liaise and support the Business Development Manager.
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- 1.3 Manage relationship and referrals with MyState Bank and other Partnerships & Alliances and maintain and increase new business growth with existing clients, business groups and agents. Convert & manage partnership referrals in a timely manner.
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- 1.4 Assist in planning possible market strategies with consideration of the economy and the current market.
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- 1.5 Ensure set budgets and key performance indicators are achieved and undertake tasks, prepare reports and recommendations within the scope of the role. Achieve SEU budget.
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- 1.6 Be accountable for own work and provide Manager with weekly reports on activities, results, regional issues/developments.
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- 1.7 Be available for special events and work outside normal hours where necessary, maintaining an open discussion with the Manager on work / life balance.
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- 1.8 Build and maintain positive relations with the sales team and all other departments.
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- 1.9 Ensure the health fund complies with all legal requirements including State and Federal Acts and have consideration for risk and workplace health and safety management activities within your area.
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- 1.10 Maintain up to date and high-level knowledge of products and services.
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- 1.11 Ensure that the practices and procedures associated with sales meet the strategic objectives.
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- 1.12 Ensure all appointments and tasks are carried out in a timely and efficient manner with office time kept to a minimum.
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- 1.13 Maintain a high level of activity/promotions with business groups, both corporate and non-corporate to maintain relationships and to develop new business growth.
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- 1.14 Process member related transactions and claims in a timely and efficient manner
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- 1.15 Provide accurate product advice to new/existing members
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- 1.16 Resolve problems at point of call wherever possible before referring on
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- 1.17 Maintain a working knowledge of new/existing products
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- 1.18 Communicate effectively and respectfully with other team members, Managers and other departments as required, sharing information in a timely manner
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2 Key Result Areas

- 2.1 Builds and maintains rapport with key stakeholders in consultation with BDC's and regional managers to provide support for activity/promotions with business groups, both corporate and non-corporate to maintain relationships and to develop new business growth.
- 2.2 Leads by example by demonstrating initiative, a proactive approach to business development and maintains a professional approach when dealing with key internal and external stakeholders.
- 2.3 Maintains open and constructive communication with state-wide managers and the BDC team by touching base through links up calls / meetings to discuss new ideas, new corporate opportunities, competitor products and their activity and more.
- 2.4 Achieves the strategic and business objectives for growth and client relationships adhering to the legal requirements including State and Federal Acts and APRA standards, risk and workplace health and safety management activities.
- 2.5 Maintains a high level of activity/promotions with business groups, both corporate and non-corporate to maintain relationships and to develop new business growth.
- 2.6 Consistently achieves set budget and targets
- 2.7 Provides timely, efficient and effective service to new/existing members and consistently provides a high level professional approach to customer service ensuring all standards are met when dealing with members either face-to-face or by telephone
- 2.8 Consistently processes accurate transactions relating to member services and utilises good time management skills to achieve the strategic objectives that drive the work outcomes within the team to achieve monthly Sales targets
- 2.9 Leads by example in modelling Code of Conduct values and preferred behaviours, wearing appropriate uniform and appearing professional at all times (personal dress and verbal interactions)
- 2.10 Takes accountability and is proactive for own professional development, completes annual mandatory training and keeps up to date with the latest Health Insurance products and rate changes
- 2.11 Provides timely, efficient and effective service to new/existing members and consistently provides a high level professional approach to customer service ensuring all standards are met when dealing with members either face-to-face or by telephone

3 Progression

To develop into a full time Business Development role, this person will have at least 12 months experience with St.LukesHealth and is demonstrates advanced knowledge on products and services, providing accurate information to new/existing members, and meets the KPIs expected of someone at this level (as set by performance manager).

4 Values

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.

I do my job well and know what it takes to deliver effective, meaningful and honest outcomes for our members.

I strive to improve the experience for the members and accept my part in seeking good outcomes for everyone.

People are important to me and to the organisation so I will behave in a way that encourages rather than discourages the members.

I have information that is important to members and will ensure I consider all their needs, working with others to meet those needs.

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

I lead by example and set a high standard that motivates and encourages high achievement in others.

I have the power to make a difference in a member's life and will ensure I treat everyone respectfully.

I consciously devote my time and energy towards guiding and helping our members.

I am thoughtful and considerate when dealing with members, demonstrating kindness and patience.

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.

Good outcomes are the key focus of my service delivery.

My attitude determines my altitude and I approach everything in a positive and constructive manner.

I am a good listener and show sensitivity to the needs of members.

I will solve member enquiries and issues promptly and ask for help when I need it.

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.

I strongly believe I can make a difference through my own efforts and acknowledge the efforts of others.

I make decisions that can improve what we do and am always looking at ways to do things better.

I ask insightful questions to encourage others to think for themselves and solve their own problems.

I am most effective when I'm part of a team, contributing new ideas and supporting change.

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.

I know what I'm good at and do this to a standard of excellence when dealing with members.

I act professionally and have a pride in my appearance, my attitude and my demeanour.

I see the best in people and motivate them to develop their skills towards better outcomes for our members.

I show members they matter by being warm, sincere and sensitive to their feelings.