



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

## POSITION DESCRIPTION CUSTOMER CARE ASSISTANT MANAGER – NORTH WEST

### Position Summary

The Customer Care Assistant Manager will oversee the Customer Care Centre, membership growth and membership retention in the north west region in line with the goals and objectives of the business plan, ensuring the delivery of exceptional customer service. The Assistant 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.

### Key Capabilities

#### *Essential*

- 3+ years' in a management role and demonstrated leadership of a small – medium team
- Proven success in people leadership, performance management, team building and staff development
- Competent in Microsoft Suite (Outlook, Word and Excel) and adapting to new software applications;
- Outstanding customer service skills and ability to maintain professional stakeholder relationships;
- Superior communication skills;
- Self-manage workloads and prioritise tasks;
- Demonstrated ability to manage conflict and establish good relationships with customers and staff;
- Ability to identify, recommend, initiate and implement business plan strategies in operating rhythms and process efficiencies.

#### *Qualifications*

Diploma level qualification in Management / Appropriate qualification in business or management / Demonstrated management experience

#### *Preferred*

- An understanding of Private Health Insurance
- Certificate IV in Workplace Training & Assessment

#### *Employment Conditions*

Permanent Full Time (Salaried)

#### *Reports to*

Customer Care Manager – North West

#### *Direct reports*

Customer Care Team

#### *Working location*

This role is based in Burnie

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*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 (in consultation with Customer Care Manager-North West)

- 1.1 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
- 1.2 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
- 1.3 Communicate team goals and objectives and ensure alignment with organisation strategic and business plans
- 1.5 Mentor and support team members in dealing with member / customer enquiries / complaints
- 1.6 Communicate effectively within the team and across the organisation
- 1.7 Oversee and manage risk and workplace health and safety activities within your area of responsibility
- 1.8 Encourage initiative and innovation from team members, identify potential and encourage learning and development to enhance skills
- 1.9 As required, provide reports, results and outcomes of achievements, sales targets and other indicators as set in the annual plan
- 1.10 Ensure all office equipment is maintained and upgraded as required
- 1.12 Support the agents and cash payments centres (if applicable) to continue to operate efficiently and effectively and organise training for agency staff as necessary
- 1.13 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
- 1.14 Conduct annual / bi-annual performance appraisals with your direct reports, and develop 12 monthly goals, celebrate achievements and monitor performance and behaviours against their key indicators and Code of Conduct
- 1.15 Conduct recruitment of suitable, right fit people into the organisation, liaising with People & Culture Generalist to follow procedures that provide decision points throughout the recruitment process
- 1.16 Maintain confidentiality of employee, member and organisational sensitive information

## 2 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 Communicates effectively 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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## 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 of members and team mates 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.