

Position Description

Position title: Non-Clinical Customer Service Representative

Accountable to: Plunketline Manager

Purpose of position

Reporting to the PlunketLine Manager for this fixed term, the Non-Clinical Customer Service Representative will be responsible for the processing of Non-Clinical calls. The role will also include assisting with the PlunketLine project, shaping the Non-Clinical role and defining the tasks and workflows for the Non-Clinical team.

Dimensions of the position

Functional relationships: *To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive or limiting:*

Internal:

- PlunketLine Staff
- PlunketLine Managers
- PlunketLine Area Managers
- Other Plunket Staff

External:

- External Agencies
- District Plunket Staff

Scope of Practice

The role serves customers with non-clinical enquiries by determining requirements, fulfilling requests and recording activity in the customer relationship management (CRM) database.

Role

Business as Usual

- Determines requirements by working with customers, clarifying their desired information needs.
- Answers non-clinical enquiries using on-line systems to access data and answer customer inquiries within service times.
- Liaises with other internal areas to provide answers for customers.
- If the caller has a clinical enquiry, transfers the call to a PlunketLine well-child nurse (or Health Line / 111 as appropriate).
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
- Maintains PlunketLine CRM database by entering accurate information.
- Maintains statistics for complaints/inquiries.

- Maintain Shift co template
- Maintain Night Roster
- Provide Administrative support to ATL
- Keeps equipment operational by following established procedures, reporting malfunctions.
- Updates job knowledge by participating in educational opportunities.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests and exploring opportunities to add value to job accomplishments.

Outcomes

- High customer satisfaction
- First call resolution for all Non-Clinical calls
- Timely transfer of Clinical calls to Well Child nurse
- Systems and processes in place for Non-Clinical calls
- Database maintained and up to date
- Contractual KPI's are meet
- Enhanced call centre performance

Leadership

- Be an active participant in the PlunketLine team
- Lead and role model Plunket values

Business Plan

- Contribute to the delivery of the PlunketLine project
- Be actively involved in the definition of the Non-Clinical role
- Define the tasks and workflows for the Non-Clinical team

Outcomes

- PlunketLine project objectives are met within the agreed timeline
- Non-Clinical role, tasks and workflow is defined

Person Specification

Knowledge, Skills and Experience (including Technical Competencies)

Background / Experience

- Experience in a Customer Service Environment
- Medical background

Skills

- Excellent telephone manner and verbal communication.
- Customer Focused
- Listening skills
- Accurate and proficient computer skills.

- Good interpersonal and team skills.

Competencies

ACE-Ability

Plunket's behavioural competency model is made up of three dimensions of personal behaviour - Connection to Plunket, Adaptability and Emotional Maturity.

Adaptability

Thinking

- Is comfortable with complexity and can think beyond the operational
- Can look beyond face value to see possibilities from different angles and viewpoints
- Keeps perspective
- Accepts and able to work with ambiguity and change

Interpersonal

- Is committed and capable of initiating and broadening professional and social networks
- Holds courage to face and deal with difficult people and issues

Connection to Plunket's Direction

- Has a high level of energy and commitment to achieving Plunket's vision
- Has a broad range of engagement
- Is committed to adapting and improving their own practice

Emotional Maturity

- Is non-reactive and objective
- Understands the degree of influence in their role
- Understands own limitations