



Position Description

Position Title	Customer Service Officer: Call Centre Operator
Division / Team	Corporate Services / Customer Service
Reports to	Practice Manager
Agreement / Award	Health & Allied Services, Managers and Administrative Officers (Victorian Stand-Alone Community Health Services Multiple Employer) Enterprise Agreement 2022-2026
Classification	Grade 1
EFT / Term	0.8 FTE
Work Location	As per contract of employee
Date Approved	July 2025

About Ballarat Community Health Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery and health promotion with a focus on service monitoring, review and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners and the community. Compassion, empathy and empowerment are important behaviours in underpinning these values.

Our Purpose Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

Our Leading Principles Address health inequity and inequality
Improve the health and wellbeing of our community.
Have impact and be sustainable.

Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds and financial status.

Position Summary

The Customer Service Team plays an important and integral role representing our organisation, often as clients' and visitors' first point of contact with the organisation.

The Customer Services Officer: Call Centre Operator will work in a fast-paced environment in the BCH phones room.

The Call Centre Operator is required to provide accurate and timely information and promote our full range of programs and services. They support the client journey through our service. Customer Service Officers (CSOs) are also integral to working as part of a team with our clinicians and other staff in ensuring clients access to a truly integrated, professional and cohesive pathway through our community health services and facilities.

Customer Service Officers need to provide a consistently friendly, welcoming, professional, non-judgemental and confidential service. They will be self-motivated in their own professional development and actively contribute to the identification and execution of quality improvements that will enhance the customer service experience.

This position will operate from the Sebastopol site and report into the Practice Manager.

Team Environment

The customer service team is a dynamic team providing excellent customer service to stakeholders across all BCH services and programs.

Principal Areas of Responsibility**Call Centre Operators**

The main focus of this role is to provide a highly responsive, professional, friendly and welcoming phone service to all stakeholders calling our service. It will require an excellent understanding of the phone system software and a calm and methodical nature to manage the relatively high volume of calls. The role will also support CSO personnel focused on undertaking centralised administration tasks for the CS team. In the role you will build a sound understanding of BCH and the programs and services offered.

Key responsibilities will include:

- Answering calls in a timely and professional manner
- Determining and actioning solutions appropriate for the caller which may include:
 - Using a range of triage tools including but not limited to non-medical triage framework to support scheduling appointments.
 - Using a range of software interfaces to schedule appointments for callers across programs and service at BCH
 - Directing phone enquiries as appropriate,
 - Actioning requests in a timely manner
- Support on-site CSOs to re-schedule appointments where required.
- Provide a highly responsive, professional, friendly and welcoming experience for customers, visitors, clinicians and medical staff.
- Be a source of information and coordination for enquiries utilising a strong understanding of BCH services and programs, funding frameworks and pathways to access services.
- Be accountable and accurate with phone payments processed.
- Administrative services that support clinicians via agreed procedures, across all programs as required

General responsibilities for all members of the Customer Service team

- Manage database systems and client records with diligence, using a high level of accuracy and responsiveness, meeting accreditation and government statistic requirements.
 - Accurate and timely use of phone, fax, email, post and e-health interfaces in accordance with BCH Policy and Procedures
 - Attendance and contribution to team meetings as required.
 - Support to new staff during orientation and training
 - Provide insight and feedback to training materials, systems and processes.
 - Work collaboratively with and support the Customer Service team to achieve a coordinated and highly professional service.
 - Contribute to building a positive and supportive working culture in the customer service team.
 - Undertake additional tasks reasonably requested by management)
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Scope

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
 - Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
 - Continuing education to keep abreast of changes.
 - To contribute to the running of BCH as a first point of contact for programs and services undertaken at the centre.
 - It is not within the scope of this position to provide any health-related assessments, advice or treatment.)
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Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures.
 - Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
 - Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times.
 - Work within professional boundaries and relevant scope of practise at all times
 - Maintain relevant professional registration.
 - Work cooperatively across the teams to provide a comprehensive coordinated health promotion service.
 - Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field.
 - Participate in compulsory BCH training programs.
 - Ensure that client and staff confidentiality is respected and upheld at all times.
 - Attend and actively participate in meetings as required.
 - Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values.
 - Participate in performance development plans and supervision.
 - Participate in the organisation's continuous quality improvement programs and activities
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Qualification and Immunisation requirements

- Certificate or Diploma in Business Administration will be well regarded.
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Key Selection**Criteria****1. Experience:**

- Previous experience managing a positive customer experience.
- Previous experience in phone and office based administrative service is desirable

2. Interpersonal Skills:

- Experience of maintaining positive relationships in a busy and dynamic professional environment
- Proven ability to show empathy and patience.
- Open mindedness and a non-judgemental attitude, and an ability to demonstrate respect for people with a range of health experiences/issues, social, economic and cultural backgrounds and trans and gender diverse identities.
- A “can do” attitude, a proven ability to use one’s own initiative to solve problems, and work collaboratively within a team to reach an agreed outcome.
- Ability to work positively, collaboratively and productively in a team environment.
- Willingness to learn and support others

3. Written Communication:

- Effective written communication skills with a high level of attention to detail

4. Computer Skills:

- Sound use of reflective work practices to ensure high level of accuracy and compliance using software applications.
- Computer literate, experience with Microsoft Office Suite, client’s databases and phone system software preferred, but not essential.
- Ability to learn new software packages

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work and interactions
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Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver’s licence.
 - BCH strongly supports Equal Opportunity and Access to Services and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
 - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
 - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
 - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
 - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH’s areas of operation.
 - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
 - Salary sacrifice arrangements are available to all staff subject to BCH’s ongoing Fringe Benefits Tax exempt status.
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