

## POSITION DESCRIPTION – Customer Service Representative

**Reports to:** Service Manager / Senior Customer Service Representative

**Direct Reports:** None

**Key Relationships:** All clinical and administrative personnel; senior management and head office; external customer groups, contractors and suppliers

### CORE Values:

- **Integrity** – Everything we do is done with the highest standards of professionalism, honesty and trustworthiness. We place the highest emphasis on ethical standards of conduct.
- **Respect** – All individuals, groups and organisations we interact with, both internally and externally, are treated with understanding and courtesy, and in a manner that demonstrates recognition for their concerns. Respect includes listening to each other and acting in a constructive way, being honest and transparent in all our dealings.
- **Cooperation** – Our organisation values cooperation, both internally and externally. We promote open communication as a critical means of achieving cooperation.
- **Unity** – Our organisation works to be inclusive and strives for commonly agreed goals. We stand together and act for the good of the overall business.

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### PURPOSE OF POSITION:

To provide exceptional customer care to our patients and customers helping them navigate their journey through Canopy Imaging. A key part of this role is to ensure patient appointments are arranged correctly enabling our clinical team to provide a patient experience that exceeds their expectations.

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### KEY ACCOUNTABILITIES:

- Ensure privacy and confidentiality of patient information is always maintained.
- Effectively manage all patient/referrer interactions together maintaining agreed service levels and quality output (including accuracy and completeness of patient management system).
- Apply knowledge and experience to a variety of complex patient/referrer queries/requirements.
- Maintain high standards of safety and best practices.
- Work collectively as a team to ensure all administration functions are completed in a timely and professional manner.

- Ensure booking protocols observed and patients advised of preparation requirements
- Patient appointments are appropriately booked, and patients and/or referrers are provided
- Respond to customer queries in a timely, positive and helpful manner, meeting all service guidelines.
- Skilful management of difficult patient/customer interactions.
- Assist with training other Customer Service Representatives as required.

### Quality

- Comply with the responsibilities contained in the quality documentation.
- Assist where required with accreditation protocols and support the accreditation process.
- Attend meetings as arranged, including those to satisfy accreditation, safety and first aid requirements.
- Keep management informed of any problems or issues with any practice and submit recommendations for continuous improvement.
- Raise 'Fix It' forms to report problems or deficiencies.
- Any suggested changes in documented practice protocols are notified to the manager.

### Health and Safety

- All tasks are completed with all reasonable care to ensure the safety of staff, visitors, patients, clients and suppliers including complying with all health and safety statutory requirements, policies, procedures, training, guidelines and recommendations provided by the company.
- All work related injuries, accidents, near misses and hazards or potential hazards are reported immediately in accordance with company policies and procedures, whether or not the accident took place on the company's premises while completing work duties

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## QUALIFICATIONS AND EXPERIENCE:

ESSENTIAL	GOOD TO HAVE
<ul style="list-style-type: none"> <li>• Privacy Act knowledge applicable to the health sector</li> <li>• Worked within a demanding operational environment, managing multiple tasks within defined performance criteria</li> <li>• Worked in a service industry interacting directly with the external customer.</li> <li>• Keyboard skills and computer literacy</li> </ul>	<ul style="list-style-type: none"> <li>• Health sector experience</li> </ul>

- Clear spoken English, including the ability to communicate effectively with a wide range of people in face-to-face situations

## KEY COMPETENCIES:

<b>ACHIEVEMENT</b>	<ul style="list-style-type: none"> <li>• Works to the standards and targets set by manager. Demonstrates commitment to doing the job well and right.</li> <li>• Checks own work for required quality, striving to do things right first time and meeting quality and performance targets.</li> <li>• Shows a strong commitment to meeting targets and can demonstrate achievement of these. Makes decisions, sets priorities and selects targets that achieve organisational performance requirements.</li> <li>• Demonstrates initiative by identifying or anticipating opportunities and problems up to five years ahead, proactively assessing options and recommending/implementing appropriate responses.</li> </ul>
<b>INFLUENCE &amp; SERVICE</b>	<ul style="list-style-type: none"> <li>• Creates an impression of professionalism in all dealings with people. Creates positive first and lasting image in all such dealings.</li> <li>• Shows customer &amp; service orientation by ensuring customer service is a priority at all times.</li> </ul>
<b>WORKING WITH OTHERS</b>	<ul style="list-style-type: none"> <li>• Committed to teamwork and collaboration. Participates willingly in helping the whole business perform well and co-operates with others in doing so.</li> </ul>
<b>THINKING &amp; UNDERSTANDING</b>	<ul style="list-style-type: none"> <li>• Uses common sense, past experience and an understanding of procedures to identify and solve day-to-day problems. Applies conceptual thinking to observed situations, identifying root causes and contributing factors, and shaping responses accordingly.</li> </ul>
<b>PERSONAL RESILIENCE</b>	<ul style="list-style-type: none"> <li>• Shows flexibility in applying work practices, depending on the situation, to achieve the business's objectives. Willingly 'pitches in' during emergencies, peak workloads etc.</li> <li>• Shows self-confidence in willingness to take on difficult or complex challenges. Expresses own position confidently and clearly.</li> </ul>

- Shows persistence in dealing with difficult tasks or situations. Maintains optimism and positive attitude throughout.
- Demonstrates self-control in behaviours and interactions with others, recognising own motivation, demonstrating self-awareness and moderating actions and responses so as to maintain and build effective relationships. Calms others in stressful situations. Manages own stress effectively.