



Position Title: Customer Experience Consultant

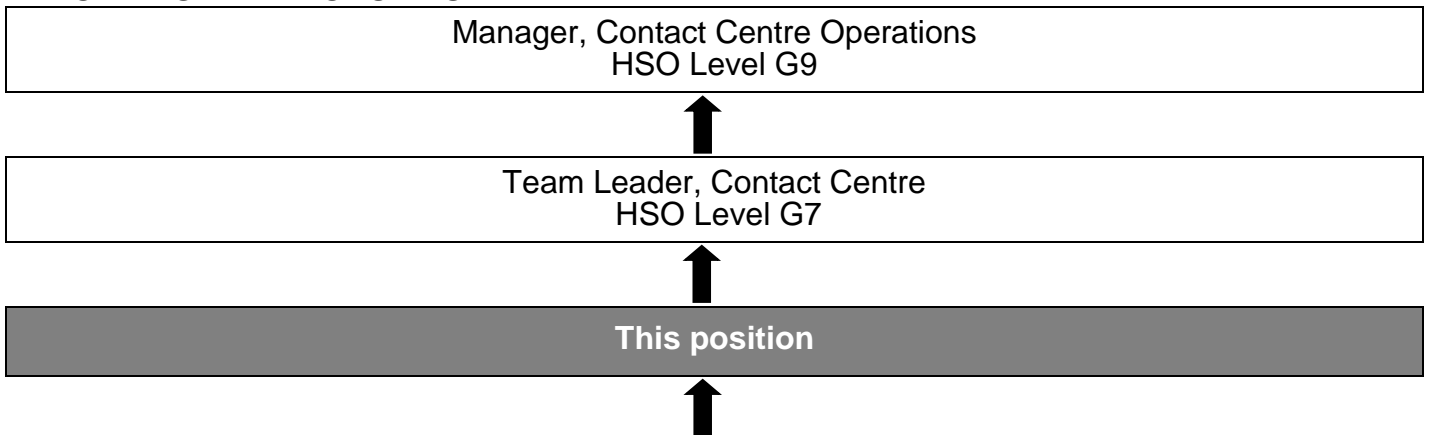
Classification	HSO Level G3
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Customer Experience
Function	Contact Centre
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Customer Experience Business Unit, the Customer Experience Consultant is responsible for:

- Responding to and solving customer interactions at first contact or directing the interaction to the appropriate business unit for resolution.
- Consistently delivering a high quality of customer service to our customers.
- Promoting the Contact Centres role and services.

REPORTING RELATIONSHIPS:



Directly reporting to this position:

Title	Classification	FTE
No direct reports		

ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 55,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment, NurseWest and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,400 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team.

It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES



We put our customers at the heart of what we do



We value and care for each other



We promise, we own, we do



We will find a way



We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

BUSINESS UNIT ROLE:

The HSS Customer Experience Business Unit is responsible for customer relationship management and customer experiences across HSS. This Business Unit works with the customer-facing functions to provide an aligned customer focused strategy and provide a clear escalation path for HSS' customers to engage and resolve issues. The Business Unit hosts the HSS Contact Centre, and holds key responsibility for customer relationships, interactions, and ensuring performance is in line with established Service Level Agreements (SLAs).

POSITION RESPONSIBILITIES:

HSS Participation (Self):

- Maintains a culture of putting customers at the heart of everything we do and demonstrates a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contributes to maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

- Provides a quality front line customer service to WA health system employees who contact HSS Contact Centre.
- Responds to and resolves customer interactions at first contact or routes the interaction to the appropriate business unit for resolution.
- Maintains awareness of relevant trends and issues that may drive volume of contacts and impact the customer experience.
- Engages in training and development initiatives and programmes to enhance professional development.
- Participates in quality improvement and performance management activities as required.
- Promotes a 'Think Customer First' culture within the Customer Experience Business Unit.
- Builds relationships with customers and contact centre team members based on HSS values.
- Other duties as required.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Demonstrated well-developed interpersonal and communication skills (verbal and written) with the ability to liaise effectively with customers and colleagues at all levels.
2. Demonstrated customer service skills to deliver consistent quality outcomes across all communication channels including telephony.
3. Demonstrated data entry experience to enable the processing of documents to a high level of accuracy.
4. Ability to work effectively, both independently and in a team environment.
5. Intermediate Computer skills; ability to navigate databases, webtools as well as Microsoft office suite of products

DESIRABLE CRITERIA:

1. Willingness to work within a structured environment that offers the potential to work from home.
2. Previous experience in a Contact Centre or customer service environment.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

Version control	Description	CRC Approval Date	Registered Date
Vs 2.0	JDF Amended	31/08/2020	4/11/2021