

## Position Title: Senior Customer Experience Consultant

<b>Classification</b>	HSO Level G4
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Customer Experience
<b>Function</b>	Contact Centre
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

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

- Coordinating the service delivery and workload of the customer service centre team and managing the timeliness of the responses to enquiries.
- Responding to routine and complex interactions ensuring that matters are escalated the relevant team for resolution.
- Providing coaching to the Customer Experience Contact Centre Team to ensure the provision of high-quality service to the WA health system customers.
- Developing a strong working relationship with the contact centre leadership team, taking a shared customer centric viewpoint to understand and meet our evolving customer requirements.

### 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 Health system. HSS was established in 2016 under the Health Services Act 2016 (WA) and transitioned to be governed by a Board in July 2020.

HSS provides a suite of services to support WA public hospitals and health services to deliver excellent health care. These services include ICT, Procurement & Supply, Employment, Payroll and Financial Services.

HSS's values underpin everything we do. We are committed to enhancing the experience of our customer by delivering simple, reliable and responsive shared services, and create partnerships to find solutions.

HSS actively seeks to empower a "Think Customer First" culture with skilled, motivated and experienced teams of people. With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to career development, professional learning and the wellbeing of our employees.

## HSS PURPOSE AND VALUES

Purpose

**We support our customers to provide excellent health care**

Overarching KPI = Customer Satisfaction Score (CSAT)

Values

Think  
customer first

We promise,  
we own, we do

We will find  
a way

We make a  
difference together

## 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 the HSS "Think Customer First" culture and demonstrate 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 contribute in 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:**

- Working with peers, coordinates and takes ownership for the day-to-day activities, adjusting the work load of the Customer Experience Contact Centre Team as required to ensure the best customer experience.
- Provides a timely customer experience, handling interactions in line with the organisation's values, including handling interactions as rostered and to cover high volume periods.
- Contributes to the development of the Contact Centre's processes and workflows to ensure effective and efficient delivery of customer outcomes
- Assists the Contact Centre' teams to respond and resolve difficult enquiries and complaints within agreed customer Service Level Agreements.
- Contributes to the overall efficient internal operation throughout the contact centre hours of operation.
- Provides guidance, encouragement and supports the development of the Customer Experience Consultants through mentoring, coaching and training to ensure they achieve or exceed expectations for quality and service.
- Simplifies the customer experience and creates value added service that drives significant improvements in customer satisfaction, eliminates inefficiency and improves productivity to both internal and external customers.
- Receives and analyses customer feedback and makes recommendations to improve customer experience and satisfaction.
- Promotes a "Think Customer First" culture within the Customer Experience Business Unit.
- Other duties as required.

## **SELECTION CRITERIA:**

### **ESSENTIAL CRITERIA:**

1. Well-developed interpersonal and communication (verbal and written) skills with strengths in conflict resolution.
2. Demonstrated commitment to customer focused service with the ability to establish networks, collaborate and drive continuous improvement in service delivery.
3. Proven experience in a Contact Centre or leading a customer service team.
4. High level time management skills with the proven ability to manage competing priorities and deliver outcomes.
5. Demonstrated intermediate level of computer skills.

### **DESIRABLE CRITERIA:**

1. Demonstrated effective planning, organisation and problem-solving skills.
2. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on 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.

<b>Version control</b>	<b>Description</b>	<b>CRC Approval Date</b>	<b>Registered Date</b>
Vs 1.0	JDF Created	31/08/2020	31/08/2020