

Client Services Officer

Link Health and Community (Link HC) supports people in our community by providing a range of health and support services, such as GPs, Dentists, Allied Health and counselling as well as Early Childhood Early Intervention (ECEI) as a Community Partner of the National Disability Insurance Scheme (NDIS). Link HC is located across Inner Eastern Melbourne, Outer Eastern Melbourne, Southern Melbourne, Inner Gippsland and Outer Gippsland areas.

Are you looking for a customer service role that makes a meaningful impact in your community? Where every interaction supports people on their journey to health, wellness, independence and reablement?

The Health and Wellbeing Access and Coordination Team are the first point of contact for our clients, referrers, visitors and guests. Performing front of house reception, we expect you will make a lasting and positive first impression and consistently provide excellent customer service to clients and administrative support to clinicians.

Link HC is looking for an experienced Customer Service Officer to join our Health and Wellbeing Team with;

- outstanding people skills and can work with a diverse range of customers
- excellent clerical skills and have managed multiple electronic appointment books
- enjoy providing assistance to those in need

This position is full time and job share arrangements will be considered.

Key responsibilities:

- Book client appointments and requests for service into the client management systems
- Collect and receipt fees for clients, groups, individuals, services and equipment in accordance with service requirements
- Attend to queries from visitors and clients in a timely manner, with a high level of accuracy
- Ensuring all calls are logged and responses are followed up with appropriate clinicians
- Assisting with ad hoc administrative duties as assigned

To succeed in this position:

- Excellent customer service experience and a sound understanding of privacy and confidentiality
- Professional presentation and interpersonal skills
- Be a team player
- Sound knowledge of computer applications and software including Microsoft office, CRM, TrackCare, Titanium, attache

Mandatory requirements:

- Current National Police Check
- An International Police Check, if the position holder has worked overseas for a period of 12 months in the last 10 years

- Current Working with Children Check
- Working rights within Australia

Link HC is a child safe and equal opportunity employer that actively complies with all relevant legislation and guidance.

Applications from Aboriginal and Torres Strait Islander people, people from a culturally diverse background and people with a lived experience of disability are encouraged to apply. Applicants must be eligible to work in Australia.

To apply please submit your CV along with a cover letter outlining your experience to the Workforce Wellbeing department at hr@linkhc.org.au.

Applications close: Friday, 14 February 2020 5:00pm.