

### Customer Support Specialist

Reports to: Head Customer Engagement Strategy Integration  
Band: Band 4, HPV Enterprise Agreement 2018

#### Position Summary

Reporting to the Head of Customer Engagement Strategy Integration, the Customer Support Specialist will engage across HSV to support delivery of the Customer Engagement objectives of enhancing engagement with health service customers and improving the customer experience.

The role will provide broad support that will cover collaboration with internal stakeholders to ensure the smooth operations of the CE team and a customer centric approach to process design and improvement. The role will also have responsibility for managing requests for health service data, monitoring and reporting against business objectives, preparation of ad hoc reports and submissions and general administrative and systems support.

#### Specific Duties and Responsibilities

##### Liaison with Internal Stakeholders

- Work collaboratively with other divisions within HSV to clarify the contribution of the CE Division to HSV strategies and objectives vis a vis other division, ensuring the customer view is represented.
- Document procedures and ways of working, ensuring all stakeholders are consulted.
- Participate in ad hoc cross functional improvement projects on behalf of the CE division, representing customers interests to improve customer outcomes whilst advancing HSV objectives and goals.
- Ensure regular communication, engagement and meetings are occurring with other divisions to ensure all relevant and current information is being received.

##### Customer Engagement Strategy

- Contribute to the development of the CE Strategies, business plan objectives and goals, and identification of associated issues, risks, and mitigations.
- Documenting CE strategies, business plan objectives and goals, including specific deliverables, metrics, timeframes, and person(s) responsible.
- Periodic reporting of progress against the business plan and strategy, including follow up with persons responsible, recording progress against objectives, documenting issues and risks that arise, and preparation of reports.
- Identify and address any plan outcomes at risk and assist to rectify the issue or escalate as required.
- Develop supporting documentation for the Strategy including detailed project plans and Gantt charts.
- Assist with the development and implementation of customer service standards, including improvements to address poor performance or adjustment to the standards.

- Assist with the development and implementation of action plans and improvements to address customer concerns in relation to HSV services and activities identified through customer surveys and other interactions.

## **Systems Support**

- On behalf of the CE team, oversee the use of the Customer Relations Management System (CRMS) including:
  - Liaison with IT to maintain and enhance the CRMS in line with CE and HSV business requirements
  - Ensuring the integrity, security, and accessibility of health service customer master data
  - Provide guidance and training in the use of the CRMS to CE team members
- Oversee the access and use of other HSV systems such as MS Teams, Outlook, SharePoint, the HSV website CMS etc. by the CE Division, including:
  - Providing guidance and training to CE team members on the use of HSV systems
  - Representing the CE Division on relevant project teams and Communities of Practice related to HSV systems
  - Advocating on behalf of the CE Division and HSV customers on issues relevant to them
- Assist with improvements to the efficiency and effectiveness of customer facing HSV systems such as the HSV website, website portals, Jaggaer and training platforms (ECHO) and any other HSV processes involving customers.

## **General Support**

- Prepare periodic (weekly, monthly, or otherwise as required) Board, ELT, and other internal and external reports on the CE Divisions activities.
- Collate an update of HSV activities on a monthly basis for our health service stakeholders.
- Prepare meeting agendas for the monthly Divisional meeting, and other ad hoc meetings as required.
- Undertake research and prepare briefings, submissions and other ad hoc reports and papers, including Leadership and Board reports.
- Oversee and coordinate requests to the CE team to collect data from health services on behalf of other divisions as required, including developing the data collection plan, working with team members to collect the data required and collating data and reporting.

## **Leadership**

- Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- Maintain strong lines of communication, both formal and informal, with key stakeholders to ensure the smooth operation of the organisation.
- Support organisational change and growth as requested to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

## HSV Values and Cross Functional Collaboration

- Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- Uphold HSV values:
  - We are customer-focused; we focus on customer and patient outcomes
  - We keep it simple; we strive for efficient and effective ways to achieve our goals
  - We are collaborative; we work as a team toward common goals
  - We take responsibility; we challenge the status quo. We are responsible for our behaviours, actions and results
  - We inspire confidence; we do the right thing. We are open, honest and trustworthy

## Data Security

- Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to a Manager or the IT Operations team.

While the principal duties of this position are as above, the post holder may be required to undertake other duties from time to time.

## Qualifications and Experience Required

### Academic

- Relevant tertiary qualifications, preferably business administration.

### Experience

- Minimum of 3 years of experience in a comparable position with a proven record of working within and coordinating administration services, with a track record of advancement and growth
- Excellent written, oral communication and presentation skills
- Experience in the effective use and management of relevant IT applications, in particular CRMS and Helpdesk.
- Experience in creating high quality management reports targeted to meet the recipient's needs including Executive or Board submissions
- Advanced skills in Microsoft Office Suite in particular Excel, Word, and PowerPoint
- Project management skills and experience are desirable
- Experience or knowledge of procurement processes and supply chain, preferably in a health context, desirable

## Personal

- A commitment to high standards of customer service.
- Excellent interpersonal skills, including an ability to influence others with diplomacy, tact, and discretion.
- Ability to speak to senior stakeholders with confidence
- Self-directed and able to work independently
- Ability to identify issues, develop solutions, initiate action, and provide authoritative advice
- Ability to meet tight deadlines and work flexible hours to meet business requirements.
- Available for occasional overnight travel to regional areas

