

Help Desk Support Officer

Reports to Head Sourcing Operations
Band Band 4, HPV Enterprise Agreement 2018

Position summary

The Help Desk Support Officer will work within the Procurement team and be responsible for providing customer service and support to key stakeholders including, the Health Services, suppliers, HSV Customer Relationship Managers and Distribution Centre. The HDSO will need to develop strong relationships while contributing to the overall process improvement in provision of help desk support.

Specific Duties and Accountabilities

Help Desk Support

- Monitor and respond in a timely and accurate manner to help desk queries from health services and suppliers including contractual queries, access to systems and contact detail management.
- Receive and respond to queries via ticketing system, phone, email, and website and ensure information is appropriately categorised and documented.
- Strive to achieve positive feedback on quality and timing of query resolution.
- Ensure the relevant Category Manager and/or Customer Relationship Manager and/or Distribution Manager is copied in on queries.
- Develop knowledge of HSV procurement and distribution processes and contracted categories to assist in timely and accurate responses.
- Ensure any follow up actions are actioned on a timely basis.
- Maintain a high level of communication, presentation, and professionalism to maintain and strengthen HSV's professional image.
- Review and evaluate help desk processes and infrastructure for improvement.

Administration Support

- Provide administration support to the Procurement team. as required.
- Update various databases and systems e.g., health service contacts list; nominations list; Engage.
- Assist reception with overflow of calls and help provide coverage, when required.

Performance reporting

- Report monthly on Helpdesk KPIs.
- Assist with KPI reporting for the division against strategic deliverables on quarterly basis.
- Assist with ad hoc reports, as requested.

General Activities

- Contribute to process improvement by showing initiative and taking ownership regarding the key deliverables of the position.
- Undertake research and prepare briefings and submissions as required.
- Ensure that activities related to the role comply with all relevant internal policies, procedures, processes, and legislation including ethical standards.

Leadership

- Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- Maintain strong lines of communication 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.

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

- Academic**
- Relevant tertiary qualifications, preferably encompassing procurement, supply chain or general business administration (preferable but not mandatory).
- Experience**
- A customer focused attitude with the aim to provide optimal customer service.
 - Customer relations experience preferably relating to the health industry.
 - Advanced working knowledge of all Microsoft Office Programs.

- Experience with Zendesk, SalesForce or similar Support Ticketing System.
- Experience in health or government (preferable).
- Knowledge of the health sector (advantage).
- Strong process improvement skills.
- Strong analytical and problem-solving skills.
- Experience in a team environment in a position requiring a high degree of autonomy.

Personal

- Excellent interpersonal skills, including an ability to influence others with diplomacy, tact, and discretion.
- Outstanding organisational skills and attention to detail.
- Strong written and verbal communication skills with the ability to engage with a broad range of stakeholders (both internal and external) in the provision of information, support and advice.
- A proactive, collaborative team player displaying confidence, adaptability, and a high degree of initiative (including sound judgement and decision-making abilities).
- Ability to meet tight deadlines and work flexible hours to meet business requirements.
- Ability to identify issues, develop solutions and initiate action
- Excellent time management skills, flexibility, and an ability to work well under pressure.
- A drive for excellence and professionalism with a willingness to develop specialised knowledge in relation to the key responsibilities of the position.
- Energetic, motivated and a passion for continuous improvement.
- Ability to maintain and respect confidentiality of the highest order.