

Position title	Customer Service Administrator
Reports to	Customer Service and Systems Supervisor
Direct reports	Nil
Band classification	Band 3, HealthShare Victoria Enterprise Agreement 2023
Date approved	May 2025

1. HealthShare Victoria

1.1 HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

2. Position summary

2.1 The Customer Service Administrator is the first point of contact and responsible for processing requisitions, purchase orders and answering queries related to supply management across healthcare networks.

- a. The position provides advice on product availability, deliveries and manages various client /stakeholder demands to meet their timelines, maintaining support and continuous improvement within the supply chain.

3. Specific duties and accountabilities

3.1 Role/team description

- a. Ensure that all electronic requisitions and purchase orders are processed into the ordering system with all relevant information, from clients/stakeholders with priority to ensure timely deliveries.
- b. Provides Health Service clients confirmation and ETAs on orders received.
- c. Expedite purchase orders to meet clients demands & needs.
- d. Ensure that all telephone and email enquiries regarding supply issues are resolved within a suitable timeframe satisfactory to the clients/stakeholder's demand and needs.
- e. Ensure that all queries handled and/or referred are responded to in an efficient and timely manner.
- f. Provide relevant information to clients/stakeholders on products and scheduled delivery timeframes.
- g. Establish and maintain effective internal and external networks and relationships to enable optimum customer service demands.
- h. Prioritise workloads and requests within agreed standards and timelines.
- i. Work with Purchasing Team to ensure accuracy of information related to all clients' demands and needs are correct.
- j. Ensure that credits are processed as soon as possible.
- k. Manage weekly backorder reports, making sure that comments are actioned based on Suppliers response and advise status to client/stakeholder.
- l. Organise couriers for urgent deliveries/request.

3.2 Leadership

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

3.3 BeSafe

- a. Support the implementation of the BeSafe strategy to improve safety culture and outcomes across the business.

- b. Maintain an active participation in all aspects of supply chain safety, compliance, regulation, and innovation to ensure HSV is kept informed of new and emerging risks and risk control solutions and prepared and proactive with regards to incident, injury, and hazard mitigation.
- c. Support the development of risk assessments and management of safety across HSV
- d. Help coordinate BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- e. Actively engage with team members to communicate, educate, and facilitate awareness of risks and to mitigate adverse incidents and achieve positive safety outcomes.
- f. Promote Health and Wellbeing Committee (HAWC) initiatives across portfolio.
- g. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.
- h. Work in accordance and cooperate with HSV BeSafe policies, procedures, and safe work practices. Attend any BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- i. Report hazards, incidents, and injuries in a timely manner, and alert your manager or OHS/BeSafe committee member to any unsafe practice. Take part in actions to eliminate hazards.
- j. Take affirmative action to ensure your own safety such as wearing the required personal protective equipment, follow organisation COVID procedures, adhere to cleanliness requirements and take part in any required attestations.
- k. Seek information and advice, when necessary, when carrying out any new or unfamiliar work. Do not undertake work outside your skill set, knowledge, or licence.

3.4 HSV values and cross functional collaboration

- a. 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.
- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. 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.
- d. 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.
- e. Uphold HSV values:
 - i. Customer-centric; We work with our customer and put them at the centre of our decision making.
 - ii. Solutions-focused; We work together to find the best operational and commercial outcomes.
 - iii. Accountable; We do what we say we will do
 - iv. Respectful; We treat people the way we would like to be treated and work together in a safe, kind and honest way.
 - v. Open; We welcome new ideas and change as we continue to learn and grow.

3.5 Data security

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

3.6 Other duties

- a. While the principal duties of this position are as above, the Customer Service Administrator may be required to undertake other duties from time to time.

4. Qualifications and Experience Required

4.1 Experience

- a. Workplace experience recorded in health services or within a large complex organisation.
- b. 3+ years Customer Service Administrator role.
- c. Demonstrated knowledge of administrative functions and office practices.
- d. Proven problem-solving skills, ability to understand a situation or problem by breaking it into smaller pieces and/or tracing the implications in a step-by-step approach.
- e. Proficient in the use of PC windows environment; ability to use other Microsoft applications as appropriate (desirable)
- f. Preferably with experience in the Oracle/FMIS application purchasing module (desirable)

4.2 Personal

- a. Demonstrated excellent organisational skills including ability to manage varied tasks and conflicting demand to agreed standard and timelines.
- b. Demonstrated experience and commitment to working with people to innovate and achieve desired organisational change outcomes i.e., work as part a multidisciplinary team environment.

4.3 Location(s) for Work

- a. Primary:
 - i. Derrimut Distribution Centre: Foxley Court Derrimut, Victoria
- b. Secondary:
 - i. Dandenong Distribution Centre: Ordish Road Dandenong South, Victoria and
 - ii. 11/50 Lonsdale Street, Melbourne Victoria, 3000
- c. As relevant the role may be required to “work from home” from time to time.