



## POSITION STATEMENT

Reference Number: MCA032011/SO - WA

Title	Service Officer
Classification	Medicare Australia Broadband APS 1-4
Agency	Medicare Australia
Division	Network Operations
Branch	Provider Services
Location	Perth Capital City Office

## Role and key accountabilities

### Work environment

Service Officers work in a team-based environment and provide services across a number of channels based on Australian Government programs and services administered by Medicare Australia. Service Officers are responsible for delivering great customer service which contributes to increasing Medicare Australia's reputation and building community confidence in the work we undertake.

Our service environments consist of the Medicare office network and contact centres and our focus is strongly on the following three channels of business:

- Face-to-face – through a comprehensive national network, which includes 238 Medicare offices
- Contact centre – telephony and processing
- Internet - enabling improved government to business and government to consumer interaction via websites

The Medicare office teams provide face-to-face service, including cash payment of benefits where appropriate. The majority of the Service Officer's time is spent in managing customer and stakeholder relationships. The work environment and Service Officer hours are structured to meeting opening hours, customer volume and workload patterns. The main focus of work will be with the Medicare program and the Family Assistance program, and other responsibilities may include undertaking processing work, as well as work in relation to Australian Government programs and services administered by Medicare Australia.

The positions are in the Capital City Offices and Service Officers will work in teams which:

- provide service across one or more telephone "queues" based on Australian Government programs and services administered by Medicare Australia. This part of the service role is a phone intensive job with the majority of the Service Officers time spent in telephone service;
- are the first point of contact for the various online claiming solutions offered through Medicare Australia (eBusiness Service Centre). The primary means of contact will be by telephone although fax and e-mail contact is possible but in lesser quantities.
- undertake processing and customer service duties relating to the Australian Government programs and services administered by Medicare Australia, including analysing, validating and processing claims, enrolments, prescriptions, applications, adjustments, registrations and undertaking telephone work, where required.

These environments are highly scheduled and Service Officer hours are rostered to meet call volume and workload patterns. Preferences for working hours will be accommodated where operational and business needs permit.

Each service team across the organisation will have quantitative and qualitative targets. Managers and Team Coaches guide coordinate and support team members to achieve these target. They also provide regular feedback to Service Officers about the quality of their work and assist with on-going development.

Medicare Australia anticipates that Service Officers will meet most customer needs at the point of initial contact. Service Officers are expected to quickly assess customer needs and resolve customer inquiries through sound problem solving, judgement, effective communication and use of all available resources.

Medicare Australia is committed to career development and progression, and utilises a capability based framework that is the foundation for assessment, learning and development and advancement opportunities.

Underpinning this position are:

- the Medicare Australia Service Charter
- the Performance Support Program (PSP);
- nationally consistent and documented processes;
- nationally consistent reference information
- training and ongoing coaching for individual development; and
- career path development opportunities

### Role

The role of a Service Officer is to deliver frontline customer services, using excellent service practices across multiple channels to Providers, the Australian Public, clients and stakeholders. Develop skills and capabilities in customer service, while working in a supported team environment.

### Key accountabilities

1. Undertake all activities of a Medicare Australia employee in line with APS Values
2. Provide a high level of quality service within a national framework, and the Service Charter and Privacy provisions
3. Perform customer service and processing duties relating to Australian Government programs and services administered by Medicare Australia to the expected standards
4. Resolve enquiries from the Public and/or Providers on the first contact through sound analytical problem solving, decision-making and judgement, and effective communication following national guidelines
5. Ensure a high level of quality and accuracy in information provided and processing
6. Use appropriate Medicare Australia systems and support tools in providing consistent solutions
7. Adhere to rosters (work schedules) assigned in advance to meet customer needs
8. Achieve individual outcomes as per Performance Support Agreements
9. Actively participate in continuous business improvement programs entailing changes to processes and functions
10. Actively participate in customer service and personal development programs to build confidence, knowledge and skills to effectively manage customer interactions
11. Work in a safe manner and adhere to Medicare Australia's policy and procedures in relation to workplace safety

## Capability-based selection criteria

At Medicare Australia our aim is to deliver great service to the Australian people. Our core capability - **Exemplifies Great Service** supports this objective.

In addition to our core capability, there are a number of other **essential capabilities (skills and personal qualities)** needed for this position, detailed below.

### **Exemplifies Great Service**

- makes it easy for their customers
- gets it right
- is genuinely interested in their customers
- respects their customer's rights

### **Shapes strategic thinking**

Harness information and opportunities by:

- Knowing where to find information, and asking questions to ensure a full understanding of an issue
- Using common sense to recognise the importance of available information
- Keeping self and others well informed on work progress

### **Achieves results**

Ensures closure and delivers on intended results by:

- Seeing tasks through to completion and working within agreed priorities
- Committing to achieving quality outcomes and maintaining accurate records and files
- Seeking feedback from supervisor to gauge satisfaction

### **Cultivates productive working relationships**

Nurtures internal and external relationships by:

- Building and sustaining positive relationships with team members and clients
- Responding under direction to changes in client needs and expectations
- Actively participating in teamwork and activities

### **Exemplifies personal drive and integrity**

Demonstrates self awareness and a commitment to personal development by

- Seeking feedback from others
- Communicating areas of strengths and working with supervisors to identify development needs
- Reflecting on own behaviour and recognising the impact on others
- Seeking self-development opportunities

### **Communicates with influence**

Listens, understands and adapts to audience by

- Seeking to understand the audience and tailoring communication style and messages accordingly
- Listening carefully to others and checking to ensure their views have been understood
- Checking own understanding of others' comments

**The following specific experience will be highly regarded:**

- Experience in using Windows® based operating systems and other web-based products and reference tools
- Experience in using a keyboard and mouse to navigate a range of relevant screens and programs (e.g. short cuts, hot keys, etc)
- Experience in entering alpha/numeric data; via a keyboard at industry standard expectations, with an accuracy level of 99 per cent.

## Applying for a job with Medicare Australia is **easy**

Information regarding eligibility and how to apply for this position can be obtained from the [Applicant Information Kit](#).

Medicare Australia uses behavioural assessment techniques to assess the suitability of candidates. This may include an assessment of motivational fit which may encompass job, organisation or location fit. Organisational fit will have particular regard to the [APS Values](#).

When you write your application, make sure that you take both the **capability** requirements and the **role and job accountabilities** into account (you are not necessarily required to address these individually unless you wish to do so). The best way to achieve this is to provide examples of your work that broadly shows how you meet the overall needs of the job in no more than 3 pages. Refer to our website for more information on [How to Apply](#).

You can read more about Medicare Australia's [Capability Framework](#) on our website.

When applying for positions with Medicare Australia you should declare if you have been investigated for alleged breaches of the APS Code of Conduct in the last five years. This question may also be asked of your referees prior to completion of the selection process.

### **Want to know more?**

You can find out more about this job by phoning **Mary-Jane Fincher on (08) 9214 8116**.

### **How to apply:**

Forward your application via email to [wa.human.resources@medicareaustralia.gov.au](mailto:wa.human.resources@medicareaustralia.gov.au)

Medicare Australia prefers to receive applications via email, however postal applications will be accepted, and can be forwarded to:

HR Officer  
Medicare Australia  
GPO Box 9822  
Perth WA 6848

Applications close – 15 April 2011

## Conditions of employment

The remuneration and conditions of employment will be determined in accordance with Medicare Australia's [Collective Agreement](#).

This position is ongoing and will be offered to the successful candidate on a full-time basis.

New Australian Public Service (APS) employees will be subject to a character clearance, health assessment and probationary period.

As part of its commitment to providing greater customer access, Medicare Australia has flexible working hours that may include evening and Saturday duty in some work areas. Accordingly, candidates are strongly encouraged to discuss this aspect of the vacancy with the Contact Officer.

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*One APS Career...Thousands of Opportunities*