

## POSITION DESCRIPTION

<b>POSITION</b>	<b>Frontline Customer Service Administrator</b>
<b>DATE</b>	November 2021
<b>PRIMARY PURPOSE OF POSITION</b>	To provide a high standard of Frontline Customer Service and Administration support to all clients.
<b>RESPONSIBLE TO</b>	Administration Team Leader
<b>FUNCTIONAL RELATIONSHIPS</b>	All QE Health Staff All Clients, Provides and Stakeholders
<b>HOURS OF WORK</b>	Full Time Monday to Friday <b>Or</b> Part Time on a Rotating Basis (involves evenings and weekend)

QE Health is located on the lakefront at the northern end of the Rotorua central business district. It is close to many amenities including hotels and motels. QE Health is a private company delivering a range of holistic services including rehabilitation, musculoskeletal conditions/rheumatology, orthotics, medi-spa and fitness programmes to local, national and international clients. These services are funded through both privately paying clients and government contracts (primarily District Health Boards and ACC). The business has been in operation since 1942 and has a proud history in Rotorua based on the healing properties of thermal waters fed by geothermal springs. During the 1940s it was the centre of rehabilitation and treatment for returning servicemen from WWII and since that time has developed into a nationally renowned specialty centre including involvement in rheumatology and rehabilitation research. QE Health has a team of skilled practitioners and dedicated staff who are passionate about the work they do.

**Vision:** Enhancing Mind, Body and Spirit

**Mission:** We maximise quality of life through a holistic focus on wellbeing and a person-centred approach using medi-spa and rehabilitation therapies.

**Values:**

- *Professionalism and Integrity* – we will provide the highest quality of care whilst delivering our service in accordance with legislative, contractual and ethical requirements
- *Respect and trust* – we will treat our clients and each other with dignity and respect, creating an environment of trust, and recognise and respond to the cultural diversity of others
- *Teamwork* – we will work together helping each other to achieve outstanding results
- *Open communication* – we will communicate constructively with openness and honesty

**Strategic Goals:** The Board and Community Trust have set out the following strategic goals for the organisation:

- *Enable people to live productive lives* – provide quality and good value services to those who will benefit;
- *Build trust and confidence in QE Health* – as a service provider and as a business;
- *Be the provider of choice* – for Medi-spa, rehabilitation and musculoskeletal programmes;
- *Work with stakeholders to build value* – identify key local and national relationships appropriate to QE Health goals and services, and purposefully develop these to mutual benefit;
- *Maintain good clinical and business practice* – so as to be a solid and sustainable business.

## PERFORMANCE EXPECTATIONS

<b>Key Tasks</b>	<b>Expected Results</b>
<b>Patient / Client (Internal and External) Contacts</b>	<ul style="list-style-type: none"> <li>• Provide first point of contact/check in all clients at reception.</li> <li>• Provide immediate responses by phone, in person and via email to routine requests for information from staff, patients/clients and the general public.</li> <li>• Clients are greeted in a polite professional manner.</li> <li>• Clients complete all documents required prior to or at time of treatment.</li> <li>• Manage phone and walk-in enquiries and to ensuring clients are provided with options if required.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>• Maintain accurate and appropriate patients/client records both manually and by computer as and when required.</li> <li>• Prepare written material within QE Health guidelines and utilise HCC templates, including letters, emails and facsimiles.</li> <li>• Scan and save client documents to the correct client as and when required.</li> <li>• Enter, update statistical data accurately into nominated third party database.</li> <li>• Enter, update and retrieve required electronic patient information.</li> <li>• Navigate and use multiple QE Health computer applications.</li> <li>• Access information to maintain knowledge of business change and updates.</li> <li>• Utilise Microsoft TEAMS platform to collaborate with the wider QEH team.</li> </ul>
<b>Frontline Administration duties.</b>	<ul style="list-style-type: none"> <li>• Ensure reception area, waiting rooms and shop are tidy at all times.           <ul style="list-style-type: none"> <li>○ Check water coolers have cups, chairs are clean, and magazines are clean and tidy.</li> </ul> </li> <li>• Ensure all hand sanitisers in reception area are full.</li> <li>• Ensure shop stock is replenished regularly with mobility equipment and any other approved shop products.           <ul style="list-style-type: none"> <li>○ Advise purchasing office of mobility stock requirements as and when required.</li> </ul> </li> <li>• Schedule appointments for new and follow-up visits as instructed.</li> <li>• Follow-up booking confirmations and <i>did not attend</i> (DNA) clients as and when required.</li> <li>• Send and follow-up reminder txt to clients as and when required.</li> <li>• Process Gym memberships, schedule gym inductions, 1:1 gym assessments and personal trainer sessions (PT).</li> <li>• Process Rachel Pool monthly pass purchases and scan client's pool pass as required.</li> <li>• Relay all other requests to clinical staff and respond/convey information as requested.</li> <li>• Print facility schedules daily.</li> <li>• Ensure all client documentation is scan and save to the correct client/s HCC file daily.</li> <li>• Ensure all appointment resulting is finalised daily.</li> <li>• Ensure files for ALL new consults are set up for the following day's appointments.</li> <li>• Invoice and/or receive cash or eftpos payments for any departmental services.</li> <li>• Generic QE Health emails cleared regularly during the day and actioned appropriately.</li> <li>• Forward referrals to referrals department in a timely manner daily.           <ul style="list-style-type: none"> <li>○ Highlight urgent referrals.</li> </ul> </li> <li>• Provide general administrative support to all wider admin team and other departments.</li> <li>• Provide evidence of initiatives taken to improve and innovate best practice strategies within the administrative support team.</li> </ul>

<b>Provide Environment and Facility Support.</b>	<ul style="list-style-type: none"> <li>• Maintain departmental forms register, stocks of forms, brochures, price lists, stationery, IT and other office supplies.</li> <li>• Ensure service areas are clean, tidy and functional and arrange for any building or equipment maintenance that is required</li> <li>• Assist with induction training and ongoing support for staff to use equipment and systems within the department.</li> </ul>
<b>Security Measures are Implemented and Adhered to:</b>	<ul style="list-style-type: none"> <li>• Ensure the facility is locked securely at the end of the evening or weekend shift.</li> <li>• Ensure all gym equipment is powered off.</li> <li>• Assist with closing of Rachel Pool area at end of shift.</li> <li>• Spa and Administration staffs are to leave together at the end of the evening / weekend shift.</li> <li>• Ensure Till floats are counted at the beginning and end of each shift.</li> <li>• Ensure Tills balance at the end of each shift with POS Terminal report and eftpos reconciliation report. Provide evidence of transaction errors causing out of balance.</li> <li>• Cash is not left unattended or accessible by other unauthorised clients or patients</li> </ul>
<b>Self-Management</b>	<ul style="list-style-type: none"> <li>• Maintain a timely service to all patients/clients</li> <li>• Manage your time to adhere to daily rosters</li> <li>• Maintain self-development using available resources, identify and suggest developmental training needs.</li> <li>• Be adaptable and respond appropriately to on-going changes.</li> <li>• Maintain business standards for behaviours and professionalism, and adhere to the QE Health Administration dress standard.</li> <li>• Manage your personal health and wellbeing, including complying with scheduled work breaks and workplace health and safety requirements.</li> <li>• Maintain up to date desk file and required reference materials.</li> </ul>
<b>Team Player</b>	<ul style="list-style-type: none"> <li>• Support and encourage other team members.</li> <li>• Identify and/or develop collaborative working relationships.</li> <li>• Contribute to the wider team by supporting projects and wider QE Health activities.</li> <li>• Actively contributes to the development and success of QE Health's performance</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Company health and safety policies are read and understood and relevant procedures applied to their own work activities.</li> <li>• Workplace hazards are identified and reported, including self management of hazards where appropriate.</li> <li>• Takes responsibility for personal health and safety, and of clients and staff.</li> <li>• Demonstrates a working knowledge of QE procedures in emergency and disaster situations.</li> <li>• Can identify health and safety representative for area.</li> <li>• To comply with current Health and Safety legislation</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Other duties as may be reasonably assigned to this position and for which the position holder has received adequate training or instruction</li> </ul>

## COMMUNICATION

- Responds appropriately to patients/staff questions, requests and problems.
- Establishes and maintains a rapport and trust with patients/ staff.
- Communicates clearly and appropriately within own team and with other teams in QE Health.
- Uses skills to clarify and to confirm understanding of information received.

## PROFESSIONAL DEVELOPMENT

- Seeks to learn, develop and improve own practice.
- Contributes to continuous quality improvement in QE Health-wide service delivery.
- Participate in regular Professional supervision.

## LEGAL AND ETHICAL RESPONSIBILITIES

- Acknowledges own personal beliefs and values, and works in a way that respects the right of others to hold their own personal beliefs and values.
- Operates within the intent of the Treaty of Waitangi by demonstrating cultural awareness through partnership, protection and participation.
- Complies with patients/staff confidentiality and privacy regulations.
- Challenges practices that could compromise patients/staff safety, dignity or privacy.
- Recognises expectations and limitations of own practice, ie scope of practice.
- Takes responsibility for own actions and outcomes.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>National Certificate in Business Administration &amp; Computing (NZQA Level 4)</li> <li>Health Administration Endorsement (incl NZQA Unit Standard 126 - Medical Admin)</li> </ul> <p><i>Or any other qualification / experience that demonstrates a capacity to have the required literacy, communication, computing and office systems knowledge needed.</i></p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Front Line customer service role</li> </ul>	<ul style="list-style-type: none"> <li>Prior experience in a customer service or administrative support role.</li> </ul>
<b>Skills</b>	<p>Appointees need to have or acquire the following skills and knowledge:</p> <ul style="list-style-type: none"> <li>Advanced level skills using MS Outlook, Word &amp; Excel;</li> <li>A comprehensive understanding and awareness of QEH Policies &amp; Procedures the QEH organisational framework and all clinical services/facilities provided;</li> <li>A comprehensive understanding of all QE Health computer applications;</li> <li>Awareness of the implications of the relevant legislation, which includes:               <ul style="list-style-type: none"> <li>Patients Rights</li> <li>Health Information Privacy Code 1994</li> <li>Privacy Act 1993</li> <li>Medical terminology and processes generally;</li> </ul> </li> <li>Excellence in customer service and people relationship skills;</li> <li>Ability to adapt communication style to a range of situations;</li> <li>Excellent verbal communication and active listening skills</li> </ul>	
<b>Qualities</b>	<p>The ideal appointee is someone who demonstrates all or most of the following:</p> <ul style="list-style-type: none"> <li>The interpersonal skills to work effectively in a team environment, to respond cooperatively and to liaise proactively with colleagues in a professional manner;</li> <li>The compassion, patience and cultural awareness to deal sensitively and courteously with clients and visitors;</li> <li>A well-organised approach to managing erratic work flows, meeting deadlines and multi-tasking;</li> <li>The ability to exercise sound judgment and common sense when prioritising, working under pressure without direct supervision, and providing feedback to colleagues and clients in relation to their expectations;</li> <li>Is able to work in a front-line, open plan office environment which can at times be somewhat noisy and crowded;</li> <li>Takes accountability for quality and accuracy; Able to analyses information and solve problems</li> </ul>	