

Member Engagement Consultant

September 2021

DEPARTMENT Customer Experience	REPORTS TO Member Engagement Team Leader/Performance Lead
EMPLOYMENT TYPE Full/part time – permanent	DIRECT REPORTS Nil
LOCATION Flexible working across various Latrobe branches, office locations and some work from home	KEY CONTACT Member Engagement Manager

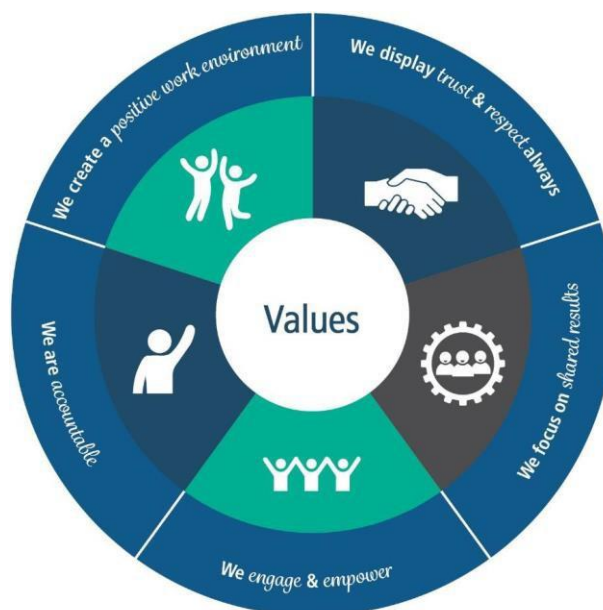
WHO IS LATROBE?

Latrobe Health Services is an Australian-owned not-for-profit registered private health insurer with more than 81,000 members across Australia. We pride ourselves on providing quality cover for our members, and exceptional service when our members need us.

Latrobe’s core purpose is to guide and empower our members like a friend, to take control of their health episodes now and in the future.

Our purpose is supported by 5 key values:

1. *We display trust and respect always*
2. *We focus on shared results*
3. *We engage & empower*
4. *We are accountable*
5. *We create a positive work environment*



POSITION OBJECTIVE

The Member Engagement Consultant plays a key role in enhancing the customer experience across the full member lifecycle. Interacting with customers via multiple channels, you will be responsible for strengthening member connection, ensuring consistency of member experiences and achievement of Latrobe’s service level and quality commitment to our customers.

Approaching all interactions with members with a curious mindset, empathy and strong desire to understand their needs, the role will focus on first contact resolution outcomes ensuring member needs are addressed appropriately and as quickly as possible.

This role is critical in ensuring member experience is always consistent with our Value Proposition and Member Promise.

Position Description



REQUIREMENTS OF THE POSITION

Key duties and responsibilities

- Deliver exceptional service to existing and new members accessing Latrobe through multiple channels including face to face interactions, inbound and outbound calls, email, online chat and social media.
- Communicate complete and consistent advice to all members in relation to Latrobe's products and services.
- Respond to member enquiries through multiple channels ensuring timely and accurate responses are provided.
- Highlight Latrobe's value and the benefits of PHI products and services to potential and existing Latrobe members.
- Use effective questions to undertake a needs-based service approach, identifying members needs and recommending appropriate solutions.
- Maintain and update member records including policy changes, membership updates, and communication activity.
- Undertake training and development to enhance your skills and knowledge of best practice customer service methods and increase your awareness of products, services and relevant risk and compliance obligations (policies, guidelines, legal frameworks) required in to fulfil the role.
- Proactively engage in team and whole staff activities to continually develop a practical understanding of overall business strategies and programs of work.

Leadership, teamwork and relationship building

- Model the Latrobe Way values and behaviours in the delivery of individual performance; actively contribute to a constructive, high performing team and organisational culture.
- Develop and maintain professional relationships with peers and stakeholders across the business to support inter-departmental collaboration.
- Independently prioritise work to support consistent achievement of individual and team key performance indicators (KPIs); appropriately escalate issues impacting either performance and/or the business; and demonstrate a flexible, adaptable, mobile and energised (FAME) mindset.
- Be a highly effective team member with energy, enthusiasm and creativity - can work autonomously and part of a team.

Accountability and extent of authority

- Provide support and information to the Member Engagement Team Leaders and Member Engagement Manager as requested.
- Ensure applicable procedures are always maintained.
- Actively maintain awareness of all risk and compliance obligations defined through Latrobe's Risk Management Framework.
- Consistently achieve individual goals and objectives; actively lead own growth and achievement planning and implementation.

Position Description



Judgement and decision making

- Interpret and work within organisational policy and procedure and/or legislation applicable to the position.
- Actively offer and implement a course of action and solutions based on evaluation and analysis of numerical and written information focussed on results.
- Make decisions which are objective and free from undue influence consistent with Latrobe's risk culture and approved strategic priorities and objectives.
- Make decisions consistent with Latrobe's operational delegations and delegate or escalate matters appropriately.

KEY SELECTION CRITERIA

Experience, skills and knowledge

1. **Strong interpersonal and relationship management skills with a passion for customer service** and an ability to:
 - provide exceptional customer service whilst working in a high-volume service environment
 - demonstrate a high degree of empathy and listening skills
 - manage priorities and competing demands with varying timeframes in order to meet deadlines and maintain high quality standards
 - listen and take appropriate action in response to feedback.
2. **Strong communication and engagement skills** to drive mutually beneficial outcomes with members and internal and external stakeholders including:
 - excellent oral and written communication
 - understanding of customer service fundamentals.
3. **Demonstrated knowledge, experience and understanding of business systems and processes** Including:
 - the practical application/use of Microsoft suite of products and customer relationship management tools
 - working with private and sensitive information.
4. **Excellent problem-solving skills** including the ability to use initiative to manage issues and solve problems for customers through innovative and tailored advice.
5. Demonstrated understanding of **organisational strategy and goals** and active participation in culture action planning and implementation.
6. High degree of **organisational skills and commitment to continuous learning**.
7. **Flexible, adaptable, mobile and energised (FAME)** mindset: ability to positively respond and adapt to changes that impact the business environment particularly when dealing with ambiguity.
8. **Knowledge and understanding of health insurance industry is desirable** (or related banking and finance industries).
9. **Knowledge and understanding of privacy regulations** is desirable.

Qualifications/accreditation/licenses

Not applicable.

Mandatory checks

A national police check will be conducted for all new employees to Latrobe Health Services prior to commencing in a role.