

## Position Description

# Member Experience Consultant

November 2020

<b>DEPARTMENT</b> Member Experience	<b>REPORTS TO</b> Member Experience Team Leader
<b>EMPLOYMENT TYPE</b> Full time – permanent	<b>DIRECT REPORTS</b> Nil
<b>LOCATION</b> Flexible working across various Latrobe branches, office locations and some work from home	<b>KEY CONTACT</b> Melissa Wardill Member Services Manager

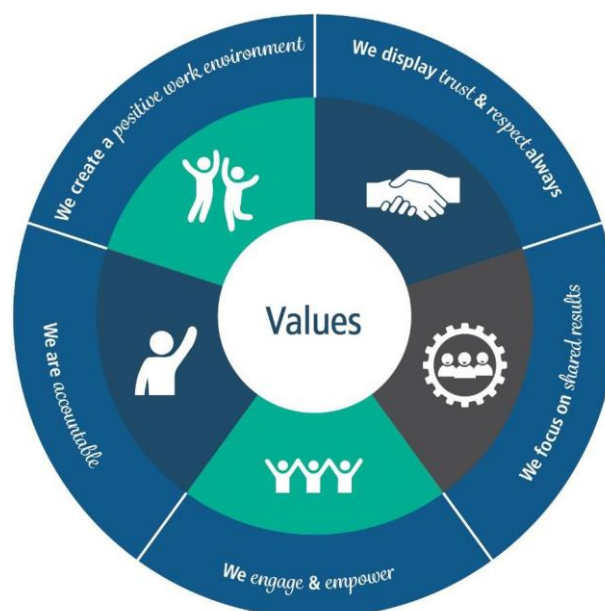
## WHO IS LATROBE?

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 Experience 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 the member experience is always consistent with our value proposition and member promise.

## REQUIREMENTS OF THE POSITION

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### 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 private health insurance 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.
- Responsible for maintenance and updating of members membership records including policy changes, membership updates, and communication activity.
- Assess and process medical and extras claims in line with Latrobe's fund rules.
- Maintain and update members membership records including policy changes, membership updates, and communication activity.
- Positively connect with members by providing outstanding service.
- Proactively engage in team and whole staff activities to continually develop a practical understanding of overall business strategies and programs of work.
- Undertake training and development to enhance your skills and knowledge of best practice customer service methods and increase your awareness of products, services relevant risk and compliance obligations (policies, guidelines, legal frameworks) required in to fulfil the role.

### 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 (KPI's); appropriately escalate issues impacting either performance and/or the business; and demonstrate a flexible, adaptable, mobile and energised (FAME) mindset.
- A highly effective team member with energy, enthusiasm and creativity - can work autonomously and as part of a team.

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### Accountability and extent of authority

- Provide support and information to the Member Experience Team Leaders and Member Experience 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.

### 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.

### ABOUT YOU

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#### You are our ideal candidate if you:

- Are incredibly positive and you have a curious mindset.
- Understand the difference between a great customer experience and exceptional one - Your expectations are so high that you can't recall the last time you had an exceptional experience.
- Thrive in a fast-paced customer focussed environment.
- Are an excellent communicator and you are often complimented by your colleagues, friends and family for being a great listener.
- Are motivated to seek out new challenges and you and enjoy setting goals to push yourself. And you smash those goals. You smash them so good that the song "We are the Champions" by Queen plays in your head as you celebrate your personal victories.
- Understand the difference between empathy and sympathy – we need you to be able to connect with our members genuinely.
- Are outcome and solutions focused and you are committed to continuous improvement.
- Have a high degree of organisation skills – so organised that you have already saved this job add as a favourite and started planning your interview outfit.
- Impeccable attention to detail – in fact, you've picked up an error in this PD and would love to find a way to correct it.
- Have a FAME mindset - you're flexible, adaptable, mobile and energised!

*All candidates are required to undergo an Australian criminal history check.*