

Position Description

Member Experience Consultant - Grade 2

August 2020

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| DEPARTMENT Member Experience | REPORTS TO Member Experience Team Leader |
| EMPLOYMENT TYPE Full time – permanent | DIRECT REPORTS Nil |
| LOCATION Flexible working across various Latrobe branches, office locations and some work from home | KEY CONTACT Josh Breakwell - jxb@lhs.com.au |

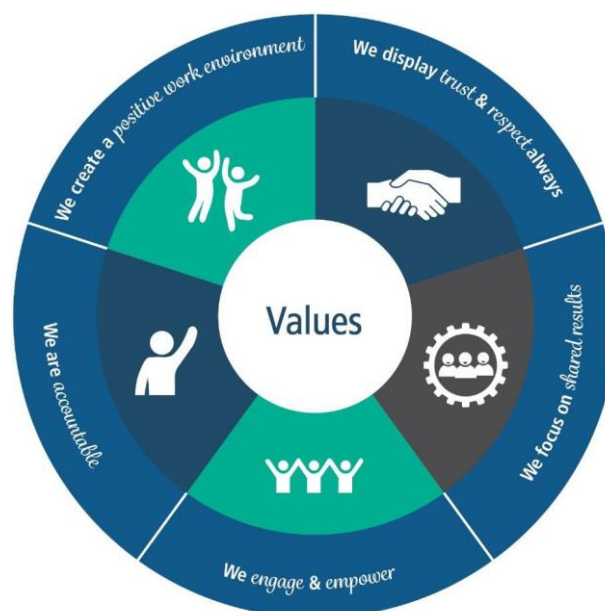
WHO IS LATROBE?

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 member experience is always consistent with our Value Proposition and Member Promise.

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.
- Use effective questions to undertake a needs-based service approach, identifying members needs and recommending appropriate solutions.
- Highlight Latrobe's value and the benefits of PHI products and services to potential and existing Latrobe members.
- Identify and respond to opportunities to attract new members.
- Assessing and processing hospital, medical and extras claims in line with Latrobe's fund rules.
- Responsible for maintenance and updating of members membership records including policy changes, membership updates, and communication activity.
- Positively connect with members by providing outstanding service.
- Support the Business Development team to attract and retain Corporate memberships from the region.
- Responsible for maintaining knowledge of Latrobe's policies, processes and procedures.
- Awareness of all 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 (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.

Position Description



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.

KEY SELECTION CRITERIA

Experience skills and knowledge

1. **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.
2. **Excellent problem-solving skills** including the ability to:
 - use initiative to manage issues and drive continuous improvement of processes and practices
 - solve problems for customers through innovative and tailored advice.
3. **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
 - ability to listen and take appropriate action in response to feedback.
4. **Strong communication and engagement skills** to drive mutually beneficial outcomes with members and internal and external stakeholders including:
 - excellent oral and written communication
 - excellent language and communication skills
5. High degree of **organisation skills and commitment to continuous learning.**
6. **Flexible, adaptable, mobile and energised (FAME) mindset:** ability to positively respond and adapt to changes that impact the business environment.
7. Understanding of **customer service fundamentals is essential.**
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

1. Not applicable.

Mandatory checks

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