

Position Description

Outbound Growth Consultant

April 2022

DEPARTMENT / TEAM Customer Experience – Growth Team	REPORTS TO Growth Performance Lead
EMPLOYMENT TYPE Full time – 12 month Contract	DIRECT REPORTS Nil
LOCATION Newborough (opportunity for some work from home)	KEY CONTACT Paige Easton, Growth Performance Lead

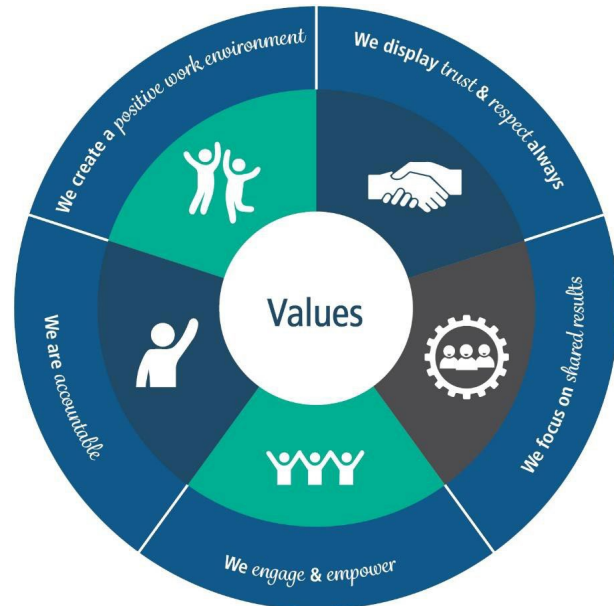
WHO IS LATROBE?

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 Outbound Growth Consultant plays a key role in growing Latrobe Health’s member base and increasing retention of existing members - critical in supporting Latrobe’s growth objectives.

The Outbound Growth Consultant is responsible for securing new members and retaining lapsed members using their deep understanding of Latrobe Health’s products, services and value proposition.

REQUIREMENTS OF THE POSITION

Key duties and responsibilities

- Deliver exceptional service to existing and new customers accessing Latrobe through varying outbound call campaigns inclusive of reactive retention, proactive retention, prospective members and welcome calls.
- Provide backup support for inbound calls during peak periods.
- Positively communicate complete and consistent advice to all customers in relation to the value of Latrobe's products and services.
- Use effective questions to undertake a needs-based service approach, identifying customer's needs and recommending appropriate cover, changes and/or additions to products and services aligned with Latrobe's conversation Framework.
- Identify and respond to opportunities to attract new members.
- Deliver on agreed performance metrics and targets to support the Customer Growth Team, and broader organisational objectives.
- Ensure all customer interactions are conducted in accordance with privacy and compliance legislation and company policies and procedures.
- Document all customer interactions and data entry accurately.
- Support the Business Development team to attract and retain corporate memberships.
- Proactively engage in team and whole staff activities to understand 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; 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 as part of a team.

Accountability and extent of authority

- Provide support and information to the Growth Performance Lead 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. Experience and/or Passion to work in an outbound contact centre environment
2. Excellent problem-solving skills including the ability to use initiative and solve problems for customers through tailored advice.
3. Strong interpersonal and relationship management skills with a passion for customer service and an ability to:
 - achieve growth through needs-based analysis and sales techniques
 - provide exceptional customer service to members and stakeholders 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
5. Learning and Growth mindset.

Qualifications/accreditation/licenses

Not applicable.

Mandatory checks

1. A national police check will be conducted for all new employees to Latrobe Health Services prior to commencing in a role.
2. All employees must be fully vaccinated against COVID and provide evidence.