

# Member Experience Consultant

July 2024

<b>TEAM</b> Member Experience	<b>REPORTS TO</b> Member Experience Team Leader
<b>EMPLOYMENT TYPE</b> Full time	<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> Chanda Chibuye, Member Experience Manager

## WHO IS LATROBE?

At Latrobe, our people are at the heart of what we do. We are committed to creating an environment where diversity is celebrated, equity is achieved and inclusion and belonging are prioritised and celebrated.

We're known for being the *health fund with heart* - a not-for-profit, regional private health insurer with more than 90,000 members across Australia. We support our members through the highs and lows of their health, and we give back to our community.

Our aspirational vision is to be the number one, member owned private health insurer in Australia. Our purpose is supported by 5 key values:

*We display trust  
and respect always*

*We focus on shared  
results*

*We engage &  
empower*

*We are accountable*

*We create a positive  
work environment*

## POSITION OBJECTIVE

The Member Experience (MX) Consultant is part of our largest and most critical frontline team responsible for delivering service consistent with our brand and value proposition.

As an MX Consultant you will be able to understand and anticipate member needs and preference delivering exceptional member experience outcomes aligned to our product and services portfolio.

You will be responsible for championing and adopting change which delivers new solutions to strengthen member connection, trust and experience while achieving Latrobe's service and quality targets.

MX Consultants will approach all member interactions with a curious mindset, which supports and informs responsive communication delivering clear, concise and persuasive messages aligned to the brand, voice and values of Latrobe.

## REQUIREMENTS OF THE POSITION

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### Key duties and responsibilities

- Maintain consistent availability across various communication channels throughout the day, engaging in member interactions and performing claims-related administrative tasks, to uphold our service levels and standards.
- Deliver exceptional service to existing and new members accessing Latrobe predominantly through 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.
- Maintain a continuous focus on retention ensuring the value and benefit able to be leveraged through Latrobe's products and services are explored, communicated and appropriately matched to each member's needs.
- Be curious and communicate to understand member needs through effective questioning ensuring the delivery of timely and accurate interactions which meet team and individual targets.
- Maintain and update member records including policy changes, membership updates, and communication activity.
- Participate in training and development opportunities provided to support capability development and enhancement consistent with Latrobe's Capability Framework.
- Proactively seek to increase your awareness of products, services and relevant risk and compliance obligations (policies, guidelines, legal frameworks) required 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.

## Position Description



- 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.

### Experience skills and knowledge

- Demonstrated passion and curiosity to learn and develop new skills and experience leveraging a background of service-oriented work experience, knowledge or training.
- Ability to adapt and thrive demonstrated by a capability to proactively champion new or transformed ways of working.
- The ability to assess member needs through discovery, leveraging data insights and information to deliver accurate and timely information.
- Strong interpersonal and relationship management skills with a passion for member service and an ability to:
  - provide exceptional service whilst working in a high-volume service environment.
  - demonstrate a high degree of critical thinking, analysis and listening skills.
  - manage priorities and competing demands with varying timeframes in order to meet quality and quantity targets.
  - listen and take appropriate action in response to feedback.
- Strong communication and engagement skills (verbal and written) to drive mutually beneficial outcomes with members and internal and external stakeholders.
- Demonstrated knowledge, experience and understanding of digital applications and business systems including the practical application of the Microsoft suite of products.
- Knowledge and understanding of health insurance industry is desirable (or related banking and finance industries).
- Knowledge and understanding of privacy regulations is desirable.

### Mandatory checks

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

## Position Description

