

Position Description

Position Title:	Customer Service Officer
Reports to:	Clinical Diagnostic Unit Manager
Department:	Clinical Diagnostic Unit
Directorate:	Access & Investigative Services
Cost centre:	Y1105
Code & classification:	Grade 1A (HS1A) or Grade 1 (HS1; HS14-HS17)
Employment conditions:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025 and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

POSITION SUMMARY

The Customer Service Officer reports directly to the Clinical Diagnostic Unit Manager and performs a wide range of administrative tasks to assist in ensuring the functioning of an efficient and effective Unit. Clinical Diagnostic Unit sees patients for diagnostic testing for Cardiac, Neurological and Respiratory conditions.

The Customer Service Officer is responsible for providing excellent customer-focused service to all patients and clients and performing all clerical and front reception duties associated in line with the accepted policies/procedures and clinical practice guidelines of GV Health.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Provide professional, customer-focused service during all interactions;
- Prompt acknowledgement and positive customer service to people presenting to Clinical Diagnostic Unit reception;
- Maintain current awareness of the Clinical Diagnostic Unit booking schedule and preparation advice for services offered;
- Make appointments with due consideration of the patient's needs, urgency and necessary preparation;
- Maintain accurate and up to date entries in the booking program, ensuring compliance with patient registration procedures, completeness of information and demographics;
- Liaise with clients, referring health care providers and other stakeholders as required or requested including answering incoming and returning telephone calls;
- Timely billing and receipting for services rendered.

- Competent utilisation of databases used by the Clinical Diagnostic Unit;
- Active engagement in communications across disciplines to optimise patient service, prompt clinician responses and timely completion of financial processes;
- Prompt redirection of patient enquiries to a suitable clinical or administrative staff member when complex concerns may arise or exceed position authority;
- Adhere to the requirements of the patient identification protocols of the department and hospital;
- Ensure distribution of reports via the appropriate medium, e.g. fax, secure email, post or verbal;
- Continuously review existing practices and discuss proposed improvements and goals with the Manager to enhance performance and minimise adverse patient outcomes;
- Maintain an open attitude to changes and developments in work tasks and processes, engaging to ensure minimal impact on service provision and maintaining customer focus;
- Maintain a high level of expertise in the safe operation of equipment and ensure the Manager is aware of the need for the replacement and maintenance of equipment;
- Support the Manager to meet administrative and clerical key performance indicators;
- Complete tasks as appropriate to experience and qualifications as direct by the Manager;
- Work with the Manager to achieve Department strategic, financial and clinical key performance indicators, goals and direction;
- As per departmental roster, out of hours work may be required, including weekends and public holidays.

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

Essential:

- Demonstrate ability to work in a customer-focussed service environment with the skills and experience in administrative and customer support operations;
- Well-developed data entry, computer skills and knowledge of the Microsoft Suite applications with an ability to manage electronic databases;
- Excellent communication skills and ability to interact professionally with staff and consumers and maintain high levels of confidentiality;
- Positive and engaging phone manner with all clients with a proven ability to assist in resolving their concerns;
- Well-honed time management and organisational skills;
- Demonstrated ability to work unsupervised and within a team environment;
- Flexibility and willingness to work across a seven-day roster

Desirable:

- Knowledge of Medical Terminology.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;

- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Accurate adherence to patient identification;
- Accurate typing and distribution of reports;
- Accurate and appropriate scheduling of appointments;
- Effective and engaging communication with all interactions.

AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
- Maintain a safe working environment for yourself, your colleagues and members of the public;
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce;
- Contribute to organisational quality and safety initiatives;
- Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
- Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
- Comply with the principles of patient and family centred care;
- Not smoke or vape on GV Health premises;
- Comply with immunisation requirements as per the Department of Health Victoria;
- Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.

ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not

encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Clinical Operations	Customer Service Officer CDU
Reviewed by:	Manager - CDU
Issue Date:	October 2025

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)