

Position Description

Position Title:	Customer Service Officer – Main Reception
Reports to:	Team Leader – Emergency/Main Reception & Switchboard
Department:	Information Services
Directorate:	Finance, ICT & Information Services
Cost centre:	P0656
Code & classification:	Grade 1A (HS1A) or Grade 1, Levels 1-5 (HS1; HS14-HS17)
Employment conditions:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025 and its successors, 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

Customer Service Officers are an integral part of GV Health and provide valuable administrative and clerical support across the organisation. Customer Service Officers (CSO) are assigned to all wards and are an important part of the ward team.

The Customer Service Officer in Main Reception provides a first point of contact and provides a high level of friendly efficient customer service. The Customer Service Officer performs a wide range of tasks to ensure efficient, effective and highly confidential services are provided to clients/patients of Goulburn Valley Health.

It is essential that the Customer Service Officer is aware that the roster for this position is a 4 week rolling roster, the Reception area maintains hours of 7.30am-8pm weekdays, 9.30am-4pm weekends. Staff will be rostered to work weekends, public holidays and should be available to assist covering leave.

All staff at GV Health at some stage will be required to assist in the training of new staff members. This will aid in the continuity of service within GV Health.

This position amongst others is responsible for promoting Goulburn Valley Health as a quality regional health service provider.

Please note: Customer Service Officers may be deployed to any other Department in GV Health as required by the Team Leader or Management Team, Information Service.

UNIFORMS:

The GV Health Customer Service Officer uniform is supplied for CSO's. This is a compulsory uniform and must be worn while working. Footwear must be black, with closed toe. It is recommended staff wear stocking when wearing a skirt in order to maintain a professional appearance. A mix of uniform and non-uniform garments is not acceptable.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Provide efficient and effective customer service - including the ability to interact with all levels of staff and members of the public
- Provide patients, visitors, internal and external clients directions to various areas within the hospital
- Assist patients, visitors, internal and external clients with queries/problems
- Maintain awareness of the range of relevant services within GV Health
- Management of the daily movements of the GV Health vehicle fleet
- Provide clerical support and other duties relating to services provided by Health Information Service
- Maintain the confidentiality and security of all health information, and report any breach of this to the Manager, Health Information Services
- Answer and follow-up telephone and personal enquiries and liaise with internal and external people as required
- Scan, Review and Quality check digital images under guidance from the Health Information Team Manager
- Assist in the training of new staff as required
- Respond to all Emergency Codes efficiently as per procedures
- Work harmoniously with other team members to achieve service delivery excellence and achieve team goal
- Other Position Requirements
- 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)

KEY SELECTION CRITERIA

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

Essential:

- Demonstrated ability/initiative to organise tasks and the environment with minimal supervision and under conditions of competing demands
- Strong communication (written and verbal) and interpersonal skills
- Possess a high level of computer skills including data entry, accuracy, management of electronic data bases and Microsoft applications
- Previous experience in a customer service role
- Proven ability to problem solve
- Ability to meet deadlines and provide timely information
- Ability to work as part of a team and to be flexible within a multi-disciplinary team environment
- Ability to be courteous and demonstrate respectful behaviour in all interpersonal interactions
- Capacity to interact professionally with staff and clients and maintain high levels of confidentiality

Desirable:

- Minimum Cert III in Business Administration or equivalent
- Experience and/or knowledge of the services offered by GV Health
- Experience using GV Health computer systems (Vital/Smart Fleet)

The role may require the following tasks among other things

CLERICAL / ADMINISTRATION ROLE
manual handling (pushing, pulling, lifting) sitting, standing, bending, reaching, holding, lifting computer work, data entry general clerical at varying levels use of personal protective equipment handling general waste pushing and pulling trolleys / filing work at other locations may be required shift work in some roles driving motor vehicles dealing with anxious or upset consumers or members of the public

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Attendance and active participation in the development of the department services, including participation in team meetings, relevant working parties, and committees as required and assist with the training of new staff.
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Positively promote the organisation both internally and externally
- Work in a flexible manner and perform additional duties as required, as defined appropriate by the Team Leader Customer Service and Manager, Customer Service Operations and within the capabilities of the person at the time.
- GV Health expects staff to conduct themselves in such a way that they abide by organisation policies and always act in the best interest of the organisations. Allegations of poor performance/inappropriate behaviour and/or misconduct will be dealt with according to the Disciplinary Procedure.
- Achieve the required throughput and quality level in scanning and quality checking – these requirements may change from time to time when equipment and/or processes are updated

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.

Finance, ICT & Information Services**Customer Service Officer – Main Reception**

Reviewed by:

Team Leader – Emergency/Main Reception & Switchboard

Issue Date:January 2026

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](#)