

Position Description

Position Title:	Customer Service Officer
Reports to:	Nurse Unit Manager – Specialist Outpatient Clinics
Department:	Specialist Consulting Suites
Directorate:	Clinical Operations
Cost centre:	C0002
Code & classification:	Grade 1A (HS1A) to Grade 1 (HS1 - HS17)
Employment conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (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 (CSO) is responsible for providing quality administrative support in the Specialist Clinics at GV Health which incorporates Specialist Consulting Suite (SCS), Paediatric, and Rosewood Women's Health (Antenatal and Gynaecology clinics).

The position is a multifaceted role comprising of; front of house including reception and greeting patients, and back of house including taking calls (Switchboard), intake referral processing, booking appointments, wait list management and preparation of history and Medicare.

The CSO role requires flexibility to work across different areas within the Specialist Clinics. Assigned areas of work will be applied in line with operational requirements.

Our team is committed to patient centred care, focusing on the patient journey to ensure the right care is provided at the right time and place.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to the following

- Promoting patient care and access through Outpatient clinics by responding to patients in a helpful and timely manner
- Management of patient appointments
- Collection, preparation and dissemination of accurate patient information in an effective manner
- Provide a high level of customer service providing a positive first point of contact experience
- Demonstrate strong teamwork and communication skills

- Process bookings and billing transactions efficiently and accurately
- Intake referral processing including the booking and scheduling of outpatient appointments, completing clinic templates and wait list loading and auditing
- Improving department performance
- Maintain effective and open communication with patients, clients, visitors, staff, and the affiliated institutions
- Ensure confidentiality is maintained in all forms of communication including verbal, written and electronic in accordance with policies and procedures
- Accurate data collection in Outpatient department systems including but not limited to; patient and reporting systems such as iPM and projects as required
- History preparation including paperwork assistance and scheduling of patients for clinics
- Ensure clinical and non-clinical information is collected and processed in a timely manner
- Manage incoming and outgoing phone communication in a courteous, efficient and responsible manner,
- Demonstrate knowledge and competency in computer-based applications such as; word processing, spreadsheets, and electronic mail
- Assist in the trial and evaluation of applications and hardware approved by GV Health
- Provide a high-quality service to customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Carry out duties as per the relevant duty routines

KEY SELECTION CRITERIA

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

Essential:

- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour
- Demonstrated ability to work in a customer focused service environment with skills and experience in administrative and customer support operations
- Well-developed data entry, computer skills and knowledge of the Microsoft suite of software applications with an ability to manage electronic databases
- Excellent communication and interpersonal skills and an ability to interact with all levels of staff and members of the public
- Demonstrated problem solving skills with the ability to provide professional, positive and supportive customer service
- Ability to interact professionally with staff and consumers and maintain confidentiality at all times
- Demonstrated ability to work unsupervised and within a team environment with excellent time management and prioritising skills
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

Desirable:

- Certificate III in Business Administration
 - Intermediate knowledge of patient management and information systems (iPM)
 - Experience working within a health care setting
 - Knowledge of medical terminology
 - Experience in Medicare Bulk Billing
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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
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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- Specialist Consulting Suites

Reviewed by:

NUM Specialist Consulting Suites

Issue Date:

May 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](#)