



Position Description

Position title:	Customer Care Operator – Call Centre & Data Entry
Salary range:	VCGS Professionals & Administrative Salaries Level 2 Step 3 – Level 3 Step 3
Reporting manager:	Administrative Team Leader
Direct reports:	0
Home group:	VCGS Laboratory Services

Who we are

Victorian Clinical Genetics Services (VCGS) is a not-for-profit subsidiary of the Murdoch Children's Research Institute. We aim to provide and continually improve clinical care, support, genetic screening and diagnostic testing for children, adults and families at risk of, or living with a genetic condition. Our purpose is to deliver exceptional care and service to our patients, and the community, while shaping the future of genetics and genomics care in Australia.

Our values

People at VCGS follow our values



Value people first

People are at the core of our business. We lead with empathy. We display compassion and respect towards each other, our patients and the community.



Build trust

We communicate and act with transparency, sincerity, and truthfulness in all aspects of our work.



Pursue excellence

We share a commitment to delivering high-quality, sustainable science and services. We acknowledge mistakes and encourage each other to learn and grow.



Be innovative

We encourage curiosity, collaboration and critical thinking. We value new ideas, and continuous improvement.

About Laboratory Services

The Customer Care Group sits under the Laboratory Services Unit and provides Pre- and Post- Analytical support services to VCGS.

The Our responsibilities of the team include providing Data Entry and a Call Centre for all of VCGS, from providing key clients with necessary resources for VCGS based testing, to meeting service level agreements in time and accuracy in data entry. Our team also provide administrative support where required.

The Customer Care Group is operational Monday-Friday between the hours of 0700-1900. Tens of thousands of specimens are received into VCGS each year. They are processed in the laboratories and then data entered. Phone and email enquiries from Practitioners, Clinics and Patients must also be dealt with in a timely and professional manner.

Our Vision is to provide efficient and accurate data entry of patient specimens for laboratory testing, enabling VCGS laboratories to deliver high quality and timely genetic testing for health professional and their patients. In addition, our Call Centre supports clients, and the public in everything from referrals to re-issuing of reports.

Position Overview

The purpose of the position is to meet the requirements of the Customer Care Group functions and the goals of the VCGS in terms of (but not restricted to) accuracy, timeliness and other customer service goals as determined by VCGS. The administration staff supports the VCGS laboratories for an efficient functioning of the daily activities. They come under the direct supervision of the Customer Care Group Administrative Team Leader.

The occupant of this role will be required to be responsible for answering and logging phone enquiries and requests in a timely, professional manner. Call Centre duties predominantly include phone reception – assisting health professionals and patients with result distribution, sample collection requirements, invoicing processes and complaints.

The occupant of this role, when not taking calls, is expected to complete data entry across two LIMS systems. They will also assist with: voice mails and fax/mail distribution. Additional administrative tasks are undertaken rotationally such as checking Medicare claim history, batch viewing paperwork for test compliance, monitoring/actioning emails across several shared inboxes, actioning flags within the system and being a point of contact for internal troubleshooting. Once fully trained, they may also assist with Data Review, Standard Operating Procedure (SOP) maintenance, Quality system records, training assistance and basic troubleshooting of invoices.

As much responsibility as possible will be given to staff for dealing with these duties and a highly responsible attitude to the laboratory's work will be required to perform these tasks to the standard necessary to support our high-quality service. Administrative staff need to be able to work well in a team-based environment and learn all aspects of laboratory support.

Highly developed interpersonal skills are fundamental in the position of Customer Care Operator within Laboratory Services. Operational staff must be able to work in a team environment and with minimal supervision under busy conditions.

Key Accountabilities

- The occupant of this position must be flexible and willing to work at any time during our operating hours where required
- Answering phone enquiries from Health Professional, patients and the public in a courteous and helpful manner
- Responding directly as required to calls and emails. Mainly but not limited to – Report distribution, VCGS website content, invoicing processes and complaints
- Deal with issues that arise from enquiries directly, or by escalating to relevant VCGS staff to assist

- Data Entry of patient episodes into the laboratory LIMS system (LabWare) – Entry includes patient demographics, source lab, requesting doctor, pregnancy status, dates pertaining to the sample, strict billing rules, as well as laboratory specific additional fields
- Develop an understanding of the processes of your work area and have awareness of the processes of other related work area functions
- Rotate through additional administrative tasks such as: Distribution of faxes and mail, checking Medicare claim history, batch viewing paperwork for test compliance, monitoring/actioning emails across several shared inboxes, actioning flags within the system
- Being a point of contact for internal troubleshooting
- It is expected that you will be able to assist with data entry for all labs within VCGS serviced by Laboratory Services and meet set KPI's, meet turn-around-times, including times when workloads are high
- Challenge the norm and suggest solutions. Encourage and embrace new ideas.
- Keenness to learn more in-depth tasks once established in the position such as basic stock ordering, Data Review, Standard Operating Procedure (SOP) maintenance, Quality system records, basic troubleshooting of invoices, and assisting with staff training or supervision
- Supports campus efforts related to gender equity, diversity, inclusion and wellbeing through participation, active learning and/or role modelling our values

Selection Criteria

Essential

- Experience in a Customer service role
- Ability to work to a high standard of speed and accuracy as is required in a diagnostic laboratory – With a critical eye for detail
- Ability to manage time effectively and the ability to work independently or within a team as required
- Self-motivation to meet and exceed KPI's – Ability to prioritise tasks/workload
- Effective written and verbal communication skills
- Fundamental basic computer literacy skills and proficiency in Microsoft products (Word, Excel, Outlook, etc.)
- A conscientious and responsible approach to laboratory support work
- Demonstrated ability to assist and support change
- The ability to identify, escalate, and help assist with process issues and improvement
- A strong work ethic

Desirable

- Experience in a Healthcare Service Industry, with an understanding of related issues within the environment is advantageous
- Clerical qualifications advantageous

Conditions of employment

- Keeping children safe is our highest priority. We maintain rigorous safeguarding standards and employ comprehensive screening processes to ensure the safety of the children we work with. This includes mandatory screening processes for all successful candidates, including:
 - Valid Working with Children Check (or equivalent)
 - Satisfactory criminal record check
- The right to reside and work in Australia and you meeting any applicable visa conditions

Health, Safety & Wellbeing

- We are committed to providing and maintaining a working environment which protects the health, safety and wellbeing of our people, partners and the community
- Employees conducting duties on behalf of VCGS are expected to meet the environment, health and wellbeing requirements and responsibilities specifically required for the role

- We are committed to supporting children in their right to be safe and adhere to the responsibilities we have to ensure their protection and safety as per the Child Safety Policy
 - The Institute is committed to the safety of children and young people, and takes a zero-tolerance approach to all forms of child abuse, exploitation and harm. The Institute prioritises child safety in our decision-making at all levels of the Institute and supports our employees to understand and enact their safeguarding responsibilities
 - We are committed to a diverse, inclusive workplace where all staff are supported to reach their full potential, regardless of gender, career status, age, disability, cultural background, religion or sexual orientation
 - Specified positions may be subject to medical review to ensure that the inherent requirements of the role can be undertaken safely
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As VCGS evolves to meet its changing strategic & operational needs and objectives, so will the roles required of its employees. As such, this document is not intended to represent the position which the occupant will perform in perpetuity. This position description is intended to provide an overall view of the incumbent's role as at the date of this statement.