

Customer Service Specialist – Health & Wellbeing Service Permanent Position Full Time

Job Reference No: VAC0550

- **Are you a Customer Service star?!**
- **Be a part of our awesome Customer Experience team for a health & wellbeing service**
- **Great locations: South Melbourne, St Kilda and Prahran**

Are you looking to put your fabulous phone and customer service skills to the test in an environment that makes a real difference to the community? The Customer Experience Team at Star Health is looking for a helpful, friendly, professional team member to ensure our clients get the best welcome we can give them.

YOU WILL

- Have strong front counter and phone experience. Health industry experience highly regarded.
- Love working in a fast-paced team environment
- Be committed to making a difference by assisting complex and chronic clients to access the service across 4 sites
- Manage competing tasks while providing high quality customer service

REQUIREMENTS OF THE ROLE

- Can manage online and phone enquires in a busy and challenging workplace
- Capable of responding to a large number of inbound and outbound phone calls
- Interest in developing a comprehensive knowledge of Dental, Medical and Allied Health IT systems, eligibility criteria and processes
- Proven ability to learn new software and applications quickly
- Accountability and resilience
- A friendly and helpful manner - even under pressure

Who We Are

Star Health works in partnership with people and communities to promote and improve equity, health and wellbeing by delivering innovative client-directed services that consider the context of the individual and the community, and championing prevention and change to address the structural reasons for health inequity.

Applicants **must address the key selection criteria within the covering letter** and complete our application form directly via our website <http://www.starhealth.org.au/careers/current-vacancies/>

For further information about any of the roles, please contact Kris Manuel on 03 9525 1300 or email: kris@starhealth.org.au

Closing Date: Friday 15th February 2019 @ 5pm