

Position Description	Inbound Call Taker (1.0 FTE) – Initially offered as a 12 month contract		
Version:	1		
Person Responsible:	Chief Executive Officer		
Date Prepared: 11/11/2020	CEO Approval: Nov 2020	Revision Date: Nov 2022	Updated:

Clever Care Now is a small community-based Not-for-profit providing a range of services spanning in home care, business health (allied health, skin checks and flu vax), day tripper and supported client transport services to all areas south of Sydney.

This is a newly created role designed to support the implementation of best practice call centre functions.

Key Attributes

- Prior hotline, contact/call centre experience. i.e. Telehealth, COVID hotline or Human Services phone support role.
- Strong customer service approach
- Empathetic and mature nature with strong interpersonal skills and an ability to build rapport quickly
- Excellent command of English both oral and written as you will need to communicate effectively over the phone, in writing and to maintain accurate and detailed IT based information
- Proficiency in advanced IT and telephony including an ability to utilise Apps, LiveChat, databases and cloud-based client information systems
- Ability to work well under pressure and follow procedure
- Proven problem-solving ability

Key Responsibilities

Support the establishment of best practice call taking services

Provide suggestions for call taking optimisation

Development and refinement of intake-based policies, protocols and systems of work

Develop processes and support the implementation of call quality systems

Inbound and outbound call functions

Maintain and update information on client contact in relevant software systems e.g. AlayaCare

Liaise with relevant personnel and clients to ensure timely, customer focused service delivery

Assume responsibility for client engagement, identifying new client opportunities and up-selling our service promise

Essential Criteria

- Proof of certifications in the area of call centre systems
- Familiarity with contemporary call centre functions, capabilities and software systems
- Broad-based understanding and proficiency in implementing call centre related quality processes

- Evidence of up-to-date training, skills and capability in development of call optimisation & other associated processes
- Current driver's licence (category C)
- Compliance with National Criminal History Check

Work Experience and Skills

- Systems used include Databases, Microsoft Office Suite, website updates, Sharepoint and client information systems (including Alayacare)
- Previous experience in an inbound call function
- Demonstrated expertise in variety of telephony and software systems
- Demonstrated high level communication skills
- Good typing/keyboard skills

Initially the position is Monday to Friday – 8am to 4:30pm

Relevant Standards

Aged Care Quality Standards 2019
 National Disability Service Standards 2018
 National Privacy Laws
 Regulations relating to data breach provisions and reporting in Australia

Related Policies

Information, security and records management
 Privacy and confidentiality
 Risk management

References

Alayacare System webpages
 Data breach legislation

Board/CEO Approval

Chairperson/ CEO Name: _____

Signature: _____

Board Meeting/CEO Approval Date: _____

REVISION AND APPROVAL HISTORY		
Version/Date	Approved by	Next Review Due
V1- 18/05/2020	CEO – 16/11/2020	May 2022

