

## Position Description

<b>Position Title:</b>	Client Service Officer (CSO)		
<b>Business Unit:</b>	Pacific Retail	<b>Department:</b>	AudioClinic
<b>Location:</b>		<b>Employing Entity:</b>	Oticon Australia Pty Ltd

### Part A - Role Specification

<b>Role Reports to:</b>	Client Service Leader
<b>Direct Reports:</b>	n/a

#### **Role Purpose** (*Why does the role exist?*)

As part of the Retail team, the role of the Customer Service Officer (CSO) is to provide excellent customer service to clients as their first point of contact when coming into the branch. The CSO will work closely with hearing impaired clients to provide the best possible service.

In addition, the CSO is required to contribute towards performance targets with the sale of hearing care products and support the provision of hearing services.

#### **Key Accountabilities**

##### **Client** (*what are the key activities that will create a positive client experience?*)

- Provide exceptional customer service to current and prospective clients
- Book appointments for prospective and current clients and optimise the clinicians roster
- Provide appointment confirmation to clients
- Assess clients entitlement to government funding assistance
- Encourage clients to take appropriate action to improve their hearing
- Undertake minor repairs and basic servicing of a client's hearing devices
- Take pride in the presentation of the clinic and ensure standards are maintained

##### **People** (*what are the key activities that will create a positive working environment?*)

- Anticipate the needs of the Clinician and provide timely and accurate support to enable delivery of a great client experience
- Request assistance and respond to requests from your Client Service Leader in a timely and courteous manner
- Proactively seek and share best practices with fellow CSOs and provide timely and courteous support when requested
- Request assistance and respond to requests from members of the North Ryde Support Centre in a timely and courteous manner
- Consistently demonstrate Company values and behaviours in day-to-day work.

**Operations** (*what are the key activities that will ensure the effective running of the clinic?*)

- Adhere to ATRT (All The Right Things) principles throughout daily tasks
- Prepare and update client files/records a timely and accurate manner
- Process sales and service orders in a timely manner
- Manage stationery and office consumables
- Handle petty cash, including reconciliation
- Complete daily banking and bank reconciliation's
- Order stock, monitor stock levels and conduct regular stock counts
- Follow up unpaid client accounts in a timely manner
- Compliance with Office of Hearing Services administration requirements
- A proven ability to administer third party claiming structures
- Merchandising and general appearance of branch including vacuuming, dusting, and cleaning bathroom facilities where applicable to a defined schedule
- Open and close of office including arming and disarming alarms

**Financial** (*what are the key activities that will contribute to the clinic's ongoing success?*)

- Maximise opportunities to generate new appointments from existing client database
- Follow up existing clients to ensure renewal of Batteries & Maintenance Program
- Actively support and implement the Wellness Program on a daily basis
- Produce GP Reports to enhance relationships with local medical practitioners
- Foster positive relationships with local organisations and community groups
- Contribute to and support marketing campaigns

**Working Relationships** (*Nature and purpose of internal and external relationships*)

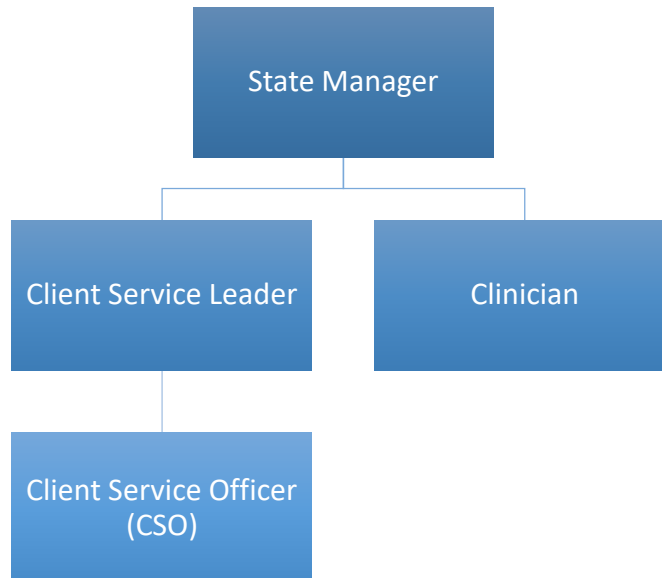
**Internal Relationships**

Clinician  
 Relevant people within the North Ryde Support Centre  
 State Manager  
 PRCC  
 Retail Marketing

**External Relationships**

Community Groups/Local organisations (with a non-clinical focus)

## Organisational Chart



## Part B - Person Specification

<b>Qualifications</b> <i>(Indicate whether essential or desired)</i>
<ul style="list-style-type: none"> <li>• Higher School Certificate (HSC) or equivalent</li> <li>• TAFE Qualification, desirable</li> </ul>
<b>Skills and Abilities</b> <i>(Individuals capabilities, include level of proficiency)</i>
<ul style="list-style-type: none"> <li>• Ability to work with minimal supervision</li> <li>• Strong teamwork skills and ability to work collaboratively within a team</li> <li>• Demonstrated problem solving skills</li> <li>• Demonstrated effective listening skills and patience</li> <li>• Demonstrated ability to excel at customer service</li> <li>• Demonstrated ability to perform administrative services</li> <li>• Sound literacy and numeracy skills</li> <li>• Ability to prioritize workload to meet deadlines within tight timelines</li> <li>• Excellent personal presentation</li> <li>• Professional, warm, friendly and courteous manner.</li> </ul>

<b>Knowledge</b> <i>(Factual or procedural information needed to perform in the role)</i>
<ul style="list-style-type: none"> <li>• Minimum 2 years working in a client facing environment</li> <li>• Basic/Intermediate proficiency with Microsoft office suite</li> <li>• Display a full working knowledge of computing systems and processes</li> <li>• Demonstrate a full working knowledge of OHS requirements, processes and claim system</li> <li>• Display a basic comprehension of hearing loss</li> <li>• Working knowledge of hearing care products and applicable pricing</li> </ul>
<b>Experience</b> <i>(The minimum amount of experience required to perform in the role)</i>
<ul style="list-style-type: none"> <li>• Previous service oriented experience in one of the following environments: retail, hearing care services, pharmacy, health and aged care</li> <li>• Previous experience in administration using Microsoft Office Suite; specifically Word, Excel, and Outlook</li> <li>• Experience working with an older demographic, preferred</li> <li>• Experience in fostering external relationships</li> <li>• Experience with customer relationship management system</li> </ul>

Competency category <i>(to be modified based on role)</i>	Target level		
	Basic	Strong	Advanced
Opportunity identification	X		
Customer focus			X
Solution development		X	
Technical expertise	X		
Commercial Judgement		X	
Teamwork and collaboration		X	
Adaptability and Flexibility			X
Communication and Influencing		X	

<b>Duties &amp; Responsibilities</b>
<ul style="list-style-type: none"> <li>• Faithfully and diligently perform the duties and exercise the powers consistent with this position as may be varied from time to time by the company.</li> <li>• Comply with all laws applicable to the performance of this position and not to enter into any arrangements or understandings that conflict with your duties as a team member of the company.</li> <li>• Ensure the health and safety of other employees and visitors to the workplace by complying with company's Work, Health &amp; Safety policies and guidelines.</li> <li>• Represent the business with professionalism, demonstrating our core values of Caring, Courageous, Excellence and Integrity in all interactions.</li> </ul>

<b>Prepared by:</b> <b>Name:</b> <b>Role Title:</b>	<b>Date:</b>
<b>Approved by:</b> <b>Name:</b> <b>Role Title:</b>	<b>Date:</b>

