

Position Description

Position Title	Member Services Centre Team Member	Reporting to	Member Services Team Coordinator
Business Unit	Member Experience	Direct Reports	Nil
Classification	B	Date	April 2024

Our Organisation

The Royal Australian College of General Practitioners (RACGP) is the voice of General Practitioners (GPs) in our growing cities and throughout rural and remote Australia. For more than 60 years, we've supported the backbone of Australia's health system by setting the standards for education and practice and advocating for better health and wellbeing for all Australians.

We cultivate a stronger profession by helping the GPs of today and tomorrow continue their professional development throughout their careers, from medical students and GPs in training to experienced GPs. We develop resources and guidelines to support GPs in providing their patients with world-class healthcare and help with the unique issues that affect their practices. We're a point of connection for GPs serving communities in every corner of the country.

Australia's GPs see more than two million patients each week, and support Australians through every stage of life. The scope of general practice is unmatched among medical professionals, so the RACGP supports members to be involved in all areas of care, including aged care, mental health, preventative care and Aboriginal and Torres Strait Islander Health.

Patient-centred care is at the heart of every Australian general practice and at the heart of everything we do.

Our Values

RACGP Employees are expected to uphold our workplace values:



Progressive leadership Forward thinking and proactive leaders who lead by example and empower employees to create and drive innovation



Quality Honouring our Organisational Vision and Mission Statement by constantly striving for excellence in service delivery and advancement in the field



Ethics Committed to acting with morality, integrity and transparency in serving the best interests of all stakeholders



Professionalism Dedicated professionals who respect and collaborate with others and are fully accountable for their actions.

Your Team

Member Experience exists to facilitate services and products that connect members to the RACGP. The business unit plays a critical role in ensuring that the RACGP has the right mechanisms to seek out, listen to, clarify, assess, prioritise and feedback the views of the RACGP's members, and to provide them with a facilitated community of practice where they can come together to gain and share knowledge, resources and experience.

The Member Services Contact Centre (MSC) role is instrumental in connecting our valued members to their needed resources and support. MSC is the responsible for providing customer service and support to members of RACGP, CPD participants, internal and external stakeholders. Acting as the primary point of contact for member enquiries The Member Services Contact Centre objective is to ensure that each caller receives a consistent and targeted experience through skilled and empowered staff able to resolve most enquiries at first call resolution.

Your Role

The Member Services Centre Team Member is expected to identify, analyse and resolve problems, autonomously working through a range of options and considerations where needed, ensuring the highest levels of customer service are maintained.

The role requires extensive knowledge of all products, services and achievements of the RACGP including high level of communication skills to professionally manage all inbound and outbound enquiries from members.

Key Responsibilities

- First point of contact for a diverse range of RACGP related enquiries received via phone, email, mail and fax. Provide detailed advice, guidance, support and compliance requirements for RACGP matters.
- First point of contact for technical support for RACGP website enquiries and all Web Based Training platforms, GP Learning and all online exam enrolments.
- Provide advice and support regarding the AGPT training program and all relevant requirements by interpreting policy and guideline documents.
- Perform data integrity and validation tasks for the broader RACGP.
- Actively promote RACGP Membership, products and related features and benefits.
- Perform financial tasks such as Processing refunds, invoicing and issuing credit notes.
- Perform a broad range of outbound calls as required.
- Expected to maintain up-to-date knowledge of broad range of processes, policies, scripts, FAQ's, information guides and associated tools and applications (technology) relating to role description.
- Effective use of all internal systems to ensure highest standards of Information Management are maintained.
- Build relationships with member and key stakeholders, both internally and externally.
- Perform administrative tasks not limited to process membership applications, deceased notification, resignations, reinstatements, category changes, classified ad renewals and confirmation of membership.
- Demonstrate an agile approach to work practices by being involved, when requested, in broader organisational projects and initiatives.
- Meet and exceed the Key Performance Indicators (KPIs) set for the Member Services Contact Centre (MSC).
- Comply with all relevant workplace policies and procedures.
- Other duties as required.

Qualifications and Experience

Essential

- Completion of Year 12 or equivalent
- Customer Service experience focused on developing and sustaining positive relationships with Members and stakeholders with a preference for inbound and outbound sales environments.
- Excellent communication skills both verbally and written with a strong customer focus, ability to deal effectively and courteously with unhappy or difficult customers
- Ability to plan, organise and establish own work priorities to meet deadlines and handle multiple tasks with competing priorities with ease

- Ability to work independently and/or as part of a team
- Demonstrated experience in data entry, and the use of PC based applications (including Microsoft Office products) with an ability to quickly learn databases and CRM systems
- Ability to operate with a solution driven mindset whilst striving for continuous improvement

Highly Desirable

- Experience in inbound or outbound call centre, customer service, sales, administration or data entry
- Experience within the health or education industry

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Head of Member Operations
- Membership Operations department
- State Faculties,
- Education, Advocacy, Policy & Research and GP Training business units
- Finance, IT and all other RACGP departments as required
- Others as required.

External:

- RACGP Members and potential/non-members
- CPD participants
- General Practices and Hospitals
- Member Benefit Partners
- AHPRA, State Medical Boards and Department of Health
- Others as required.