



<b>Position Title</b>	Member Services Centre Team Member	<b>Reporting to</b>	Member Services Team Leader
<b>Division</b>	Membership	<b>Location</b>	National Office, East Melbourne
<b>Department</b>	Member Services	<b>Direct reports</b>	N/A
<b>Classification</b>	Level B	<b>Employment Status</b>	Permanent Full Time (1.0 FTE) (Between the hours of 8am to 8pm Monday to Friday)
<b>Position Number</b>	XXXXXXXX	<b>Date</b>	February 2020

### The Organisation

The Royal Australian College of General Practitioners (RACGP) is Australia's largest professional membership body for general practitioners (GPs). We represent more than 40,000 members including urban and rural GPs, medical students and registrars.

The RACGP's mission is to support GPs in improving the health and wellbeing of all Australians, "Healthy Profession. Healthy Australia." We provide skills and knowledge assessment, educational training and ongoing professional development for practicing GPs. We develop resources and guidelines, help GPs with issues that affect their practice, support research to link members with the latest advancements in the field and advocate on behalf of the general practice profession to set and maintain standards of high quality health care for Australians.

### Our Values

RACGP Staff are expected to uphold our workplace values:



**Progressive leadership** Forward thinking and proactive leaders who lead by example and empower staff 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 / Your Role

The Member Services Contact Centre is responsible for providing customer service and support to member of RACGP, CPD participants, internal and external stakeholders. The Member Services Contact Centre is the primary point of contact for member enquiries and the teams' objectives 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.

## Key Responsibilities

- First point of contact for a diverse range of enquiries received via phone, email, mail and fax relating to Education, Membership, CPD, Conference and Events.
- Provide detailed advice, guidance, support and compliance requirements for college matters relating to: Education, Membership, CPD, Conference and Events.
- 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.
- Actively promote RACGP membership, products and related features and benefits
- Perform financial tasks such as but not limited to: Processing of payments, refunds, invoicing and credit notes.
- Expected to maintain up-to-date knowledge of a broad range of processes, policies, scripts, FAQs, 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 members and key stakeholders, both internally and externally
- Perform administrative tasks not limited to: resignations, reinstatements, category changes, and renewals and confirmation of membership.
- Deliver to agreed stepped KPI's as outlined for Member Services and be involved in regular 1:1's, coaching and training as required.

## Environment, Health and Safety

1. Complies with the RACGP's OH&S policies and procedures
2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace
3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to the Manager
4. Participates in meetings, training and other environment, health and safety activities
5. Does not willfully place at risk the health or safety of any person in the work place
6. Does not willfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare

7. Cooperates with the RACGP in relation to activities taken by the RACGP to comply with OH&S and environmental legislation.

## Equity, Diversity and Inclusion

1. Models and promotes appropriate behaviour in relation to equity and diversity principles and practices
2. Embraces RACGP's equity and diversity initiatives, strategies and implementations in staff equity/diversity related areas, promotion of staff equity and diversity policy/training and RACGP's Reconciliation Action Plan

## Your Relationships

Your role requires interaction with the following stakeholders:

### **RACGP staff including**

- Member Services Centre Team Members
- Member Services Team Leader
- Member Services Manager
- State Faculty and Education teams
- Finance, IT and all other RACGP departments as required,

### **External**

- RACGP members
- Non-members, CPD participants and potential RACGP members
- Regional Training Organisations
- General practices, Hospitals
- Member Benefit Partners
- AHPRA, State Medical Boards and Health Department

## Key Selection Criteria

### Experience, Knowledge and Skills

As a **suitable** candidate, you will have:

- Customer Service focus with the ability to develop and sustain positive relationships with members and stakeholders
- 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
- A solutions driven person who shows initiative and will actively contribute to the growth of the college membership base with a very high regard for confidentiality, security and ethical conduct
- Experience in inbound or outbound call centre customer service, sales or administration

As an **ideal** candidate, you will **also** have:

- Experience within the health or education industry
- Demonstrated Finance experience

### Qualifications

As a **suitable** candidate, you will have completed:

- Year 12 completion

As an **ideal** candidate, you will have completed:

## Workplace Behaviours

In your role, you are expected to:

Positively influence others  
Take initiative  
Focus on service  
Make effective decisions  
Be transparent  
Be respectful

Be emotionally intelligent  
Be flexible and adaptive  
Strive for excellence  
Demonstrate integrity  
Be accountable  
Collaborate

## Classification Description

In accordance with the Enterprise Bargaining Agreement (EBA) 2018 or subsequent agreement.

## Declaration

I XXXXXXXX acknowledge that I have read and understood the **Member Services Centre Team Member** position description which forms part of my employment contract from the date of issue.

I accept that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements

Employee: \_\_\_\_\_(signature)      Date: \_\_\_\_\_

This Position Description is approved by:

H.R:

 \_\_\_\_\_(signature)

February 2020