

Position Description

Position Title	Customer Service Officer
Position Number	30027541
Division	Digital Services
Department	Communications and Billing
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative G1A
Classification Code	HS1A
Reports to	ICT Communications Supervisor
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

An experienced switchboard operator is required to provide high quality customer focused communication service in a 24/7 environment.

The position requires the flexibility to work shift work including days, evenings and weekends covering planned and unplanned leave include night shift.

Responsibilities and Accountabilities

Key Responsibilities

- Perform full range of switchboard duties including specific shift routines, answering calls and connecting callers within the time frames specified in the switchboard protocols.
- Activate emergency procedures in accordance with prescribed guidelines as specified in Emergency Procedures Manual of Switchboard Staff.
- Utilise Voice Paging and Messenger Paging Systems.
- Maintain a record of changes; notify switchboard supervisor of all new additions, repairs and/or alterations.
- Maintain an up-to-date data base of current staff and BH telephone directory, both electronic and written.
- Maintain on-call roster, switchboard contact lists and up to date information as required for BH communication requirements.
- Participate in training of new staff when required.
- Perform additional duties within skill and competence level, as requested by management.
- Participate in team/departmental meetings and other organisational meetings as required.
- Participate in staff development and training as required.

Key Selection Criteria

Essential

1. High level computer skills including the ability to adapt to various computer systems and applications.
2. Demonstrated ability to work in a team and in close cooperation with others in an office setting.
3. Excellent and empathetic communications and interpersonal skills including telephone response and face to face customer service.
4. Demonstrated appreciation of and ability to apply key concepts of customer service. Including showing initiative and anticipating customer requirements.
5. Ability to adapt to changing working environments, including different working areas, work stations and people.
6. Demonstrated knowledge and skill in the operation of paging equipment.
7. Demonstrated administrative skills including managing database and creating spreadsheets.
8. Highly developed interpersonal skills and ability to adapt communication styles to a range of audience.

Desirable

9. Experience working in public health environment.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.