

# Customer Service Officer - Billing

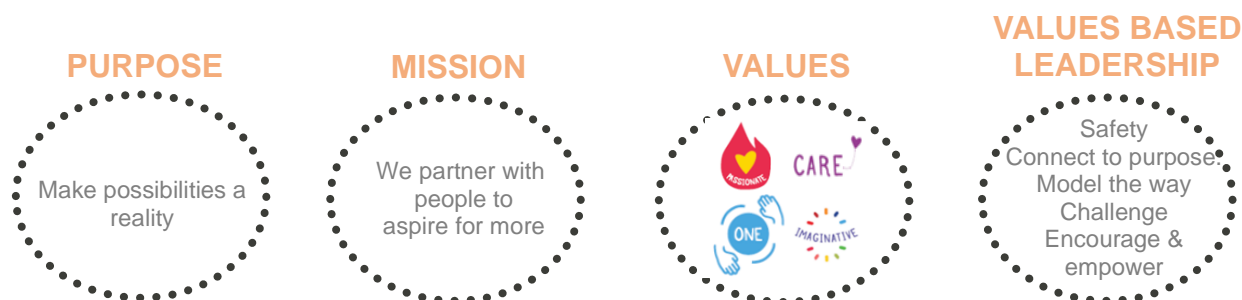
## Success Profile

<b>Your division</b>	Service Delivery
<b>Your team</b>	Customer Fulfilment
<b>You report to</b>	Team Leader - Billing

### PURPOSE OF YOUR ROLE

The Customer Service Officer – Billing is a critical part of the Customer Fulfilment cycle. This role supports the review, coordination, and optimisation of NDIS Billing to all NDIS funded customers.

### ORGANISATIONAL PROFILE



### KEY SUCCESS AREAS

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• All Endeavour Foundation staff have a duty of care and a legal obligation to ensure that they:             <ul style="list-style-type: none"> <li>○ Undertake work in a manner that is not harmful to their health and safety and the health and safety of others.</li> <li>○ Comply with the Endeavour Foundation OHS Management System requirements</li> </ul> </li> <li>• Monitor workplace conditions and report:             <ul style="list-style-type: none"> <li>○ Ideas which may improve health and safety</li> <li>○ Any work related or personal injury or illness (where it may affect their ability to work safely)</li> <li>○ Hazards and incidents including any malfunction or inadequacies of equipment. Correct minor hazards as applicable.</li> </ul> </li> <li>• Attend and actively participate in OHS and other mandatory training</li> </ul>
<b>CUSTOMER CONNECTION</b>	<ul style="list-style-type: none"> <li>• Provide a customer experience in line with Endeavour Foundation's Values and behaviours, ensuring customer needs are met,</li> <li>• Utilise various forms of communication including phone, email, and mail to respond to customer enquiries</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete and maintain up to date and accurate records of customer interactions in the relevant system</li> <li>• Identify and escalate any customer concerns to the leader</li> <li>• Collaborate with the team and leader to ensure customers receive a consistent approach</li> </ul>
<b>OUR PEOPLE</b>	<ul style="list-style-type: none"> <li>• Demonstrate courage and persistence in the face of resistance and seek to understand challenges and develop effective responses</li> <li>• Demonstrate values-based leadership and role model Endeavour Foundation behaviours at all times.</li> <li>• Lead and drive a performance focused culture of success and inspire a sense of purpose throughout the team.</li> <li>• Seek out regular feedback from Service Delivery team and use customer insights to drive decision making and prioritise actions and activities.</li> <li>• Demonstrate courage and persistence in the face of resistance and seek to understand challenges and develop effective responses.</li> <li>• Be a change agent, recognise and rewards change, encourages others to recommend continual improvements processes</li> <li>• Proactively coach and mentor team members and peers. Seek and give constructive and appropriate feedback to colleagues and the team to set them and you, up for success.</li> <li>• Foster a culture of collaboration with your peers and your teams leading to a co-create and co-deliver approach to delivering the best outcomes for our customers.</li> </ul>
<b>OPERATIONAL EXCELLENCE</b>	<ul style="list-style-type: none"> <li>• Conduct billing activities through the use of Carelink to produce accurate bills for services delivered</li> <li>• Produce and distribute customer bills in a timely manner to ensure payment is received promptly</li> <li>• Identify and escalate any inconsistencies or concerns to ensure that concerns are managed quickly and effectively.</li> <li>• Assist in the continuous improvement of billing practices based on best practice and an understanding of the service delivery and National Disability Insurance Agency (NDIA) requirements</li> <li>• Contribute to regular reporting requirements to show the status of billing activities against objectives</li> <li>• Assist in the design, development and implementation of systems, policies, and procedures to enable efficient and effective billing for Service Delivery</li> </ul>
<b>FINANCIAL SUSTAINABILITY</b>	<ul style="list-style-type: none"> <li>• Ensure that the accuracy is in line with customer billing requirements to ensure effective charging and claiming of funding</li> <li>• Make clear decisions balancing a commercial environment and customer needs</li> <li>• Role model and lead best practice financial management with our people that supports customer fulfilment strategy and our customers</li> <li>• Working closely with enabling function leaders, drive an integrated approach to supporting service delivery, to meet financial targets and align with the customer and employee experience</li> </ul>



## WHAT YOU NEED TO SUCCEED

<b>CAPABILITIES</b>	<ul style="list-style-type: none"> <li>• Demonstrated written and verbal communication skills to ensure clear and concise information is communicated to stakeholders</li> <li>• Ability to keep a customer focus, to ensure customer needs are met</li> <li>• Be accountable above all else. The incumbent must have a sense of ownership to their work and total accountability on duties undertaken.</li> <li>• Ability to proactively strive to achieve measures of success, take initiative and continuously seek to improve individual and business performance</li> <li>• Demonstrated high level verbal communication skills to develop and maintain strong customer relationships and deal with customer issues sensitively and assertively to establish good customer focused outcomes on a consistent basis.</li> <li>• Proven ability to work in a team environment and build collaborative relationships with customers and colleagues to achieve optimal business outcomes.</li> <li>• Demonstrated attention to detail to ensure all work is completed accurately and in a professional manner.</li> <li>• Proven ability to prioritise workload and multi-task to ensure work commitments are fulfilled in a timely manner.</li> <li>• Demonstrated problem solving skills to successfully research and identify problems, develop solutions, and implement these using a logical and systematic approach.</li> <li>• Strong attention to detail</li> <li>• Multi-tasking ability and comfortable working in a busy, fast-paced environment</li> <li>• Demonstrated ability to be flexible and proactive with a sense of urgency to adapt to a changing environment</li> </ul>
<b>SKILLS &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Demonstrates high level competence in computer applications, i.e., Microsoft Suite of Programmes relevant to the role to ensure work is completed in a professional, accurate and timely manner</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Proven experience in a customer service role within a fast-paced environment</li> <li>• Demonstrated experience in community services and/or not for profit environment (desirable)</li> <li>• Experience in using Carelink+ (desirable)</li> <li>• Experience working in rostering (desirable)</li> </ul>

