

Position Description

Title	Administrator and Customer Support
Location	Site Specific
Reports To	Team Leader Administration or Operations Manager
Direct Reports	No

About Habit Health

Our purpose is to support people in their community to optimise health and live their best life. We support people on mental and physical health journeys, helping them restore function, grow stronger, re-establish, and grow social, whanau, and/or spiritual connections, be safe at work, gain independence and learn how to manage their pain.

We pride ourselves on being the best option in New Zealand for organisations looking for integrated health services at scale.



Position Purpose

The Administrator and Customer Support will play a crucial role in providing excellent customer service to our clients ensuring that requests for service are processed correctly, in a timely manner, in line with company policy, and with a high degree of efficiency. A high level of both verbal and written communication is required to ensure optimum client satisfaction. As a team player in the Customer Support team, this role is also responsible for ensuring that the Clinical team has all the information required for them to complete their assigned work correctly and professionally.

Key Accountabilities

Customer Service

- Keeps customers and clients informed regarding requests for services
- Collecting, maintaining, and recording all required customer information
- Replies to customer inquiries within the required time frames
- Customers and clients have a positive experience when arranging work through our services and the level of service provided exceeds their expectations
- That the customer and clients are fully informed of the requirements for service delivery (i.e. what is required to deliver the requested services) and any costs or other requirements & / or expectations we may have for the delivery of the requested services.
- Customer details are accurate and up to date
- Customer occupational health requirements are recorded accurately and maintained to ensure they remain up to date.
- Customers are provided with correct pricing and information on the services that we provide

Customer Request Management

- Manages customer and client requests
- Early identification of any potential issues and pro-actively managing to ensure service delivery is not

compromised.

- Manage any follow-up required as a result of the assessments completed
- Preparation of paperwork for customer requests
- All requests are managed in accordance with company policies.
- Accurate records are kept during the booking process so that there is sufficient information for others to complete bookings and understand what has happened with the booking.
- Booking requests are responded to within 4 hours of being received, preferably on the same day
- Pre-employment and drug test requests are processed as a matter of priority
- Files, forms, and worksheets are prepared in accordance with company policy
- Follow-up bookings are managed in accordance with company policy
- Correct information is recorded in the system to ensure the Accounts officer can invoice correctly
- Issues that may impact requests being processed in the required timeframes are escalated to the appropriate manager

Documentation Management

- Completed Nursing assessments are processed within 24 hours of completion
- Company policies and processes are followed when processing completed assessments
- Data entry of completed assessments is completed accurately
- Filing is maintained and up to date
- Ensure data is kept up to date following any changes to ensure accurate activity reporting
- All required information has been captured accurately to facilitate customer reporting requirements including:
 - Pre-employment reports
 - Annual Monitoring reports
 - Client reports and referrals
 - Well Health reports
 - Customer activity reports
 - Ad-hoc reports as required by customers
- All reporting prepared complies with relevant company policies including:
 - Company Branding policy
 - Record Management policy
 - Relevant standards and legislation relating to the management and release of health information
- Manages client files in accordance with the Record Management Policy

Resource Management

- Scheduling of work requests
- Actively communicating with management and other offices regarding workloads
- Customer requests are scheduled in a cost-effective way that optimizes productivity and financial results. This includes:
 - Allocation and use of nursing equipment
 - Travel time
 - Chargeable nurse hours are optimized
 - Work is allocated in accordance with the service delivery policy
- Forecasting and anticipating up-and-coming workloads:
 - Identify periods of high & / or low workloads so that management has time to take appropriate action to make the best use of resources across the company.
 - Anticipating resource requirements e.g. equipment, pamphlets, consumables that will be required and take appropriate action.
- Telephones and emails are attended/answered in accordance with company policy.
- The office is tidy and presentable and ready for visitors

General Accountabilities

- Undertake any other duties at the request of the manager, which are commensurate with the role including project work and absence cover.
- Ensure that services are delivered in line with Habit Health values, standards, and other guidelines and contractual requirements.
- Understand and apply the principles of the Te Tiriti o Waitangi
- Adhere to the policies and procedures.
- Adhere to the Delegation Authority Framework, and Limitation of Authorities (if any) Framework.
- Undertake training as relevant to your position.
- Participate in surveys and audits as necessary in order to enable the Company to meet its statutory requirements.
- Manage key working relationships (internal and external).
- Adhere to the professional standards of the relevant statutory body if applicable.

Key Performance Indicators

Deliverables

- BAU – Consistently deliver accountabilities as outlined in this position description.
- Objectives – Discussed, confirmed, and documented as part of the annual performance review cycle.
This may include:
 - Metrics
 - Projects
 - Process improvement initiatives
 - Other stretch objectives

Core Behavioural Competencies

Please refer to SharePoint for the full descriptors.

Customer focus*  Act with the customer in mind and ensure the customer is at the center of everything you do.	Motivation to achieve  Be action-oriented and respond positively to challenges and opportunities.	Teamwork  Work together constructively and put the team ahead of individual success.	Leadership**  Provide clear direction and build commitment within the team to achieve Habit Health objectives.
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*Customer is encompassing all customer groups e.g. Internal teams, clients, stakeholders, etc.

**Only applies to people managers and roles on the pathway to leadership.

Culture

Exemplify our vision, purpose, and values in everything that we do.

Health and Safety

Habit Health is committed to providing a safe and healthy working environment for all staff, including contractors.

You are responsible for:

- taking reasonable care of your own and others' health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others.
- actively maintain up-to-date knowledge of health and safety procedures available on SharePoint and comply with reasonable instructions, policies, and procedures to ensure Habit Health is able to comply with the Health and Safety at Work Act 2015 and relevant regulations.
- identifying and reporting hazards, risks, injuries, illness, and incidents (including near misses) that arise from your work or in the workplace and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so e.g. manager or health and safety representative (or other contacts as appropriate).

Qualifications, Knowledge, Skills, and Experience

- Previous experience carrying out administrative duties and customer service.
- Medium level of experience and skill in Microsoft Suite, in particular Outlook, Word, Excel.