



ENQUIRY CONTACT OFFICER, NORTHERN TERRITORY

Role description

Role title	Enquiry Contact Officer, NT	EAO00275
Reports to	Director, Corporate Services NT	
Classification	NTG Equivalent AO3	
Salary	\$46 240 - \$49 903	
Location	AHPRA Northern Territory – Harbour View Plaza, Level 2, Corner McMinn and Bennett Street, Darwin	
Date	July 2010	
Closing date for Applications	16 August 2010	

Organisational context

The Australian Health Practitioner Regulation Agency (AHPRA) is a new national agency established to improve the quality and safety of Australia's health services through a modernised national regulatory system for health professionals.

AHPRA has an office in each State and Territory responsible for the majority of operational matters and a national office in Melbourne. AHPRA reports to a Ministerial Council and is governed by an Agency Management Committee appointed by the Ministerial Council. AHPRA supports the operations of the national boards for each profession covered by the scheme, and the State and Territory boards and committees established by the national boards.

The services provided by AHPRA to the National Boards employ best practice approaches to regulation and cover registration functions, the management of a national public register of health practitioners, the receipt of complaints on behalf of the Boards and, subject to decisions by States and Territories, responsibility to the Boards for the highest standards of professional investigations and disciplinary prosecutions.

The ten health professions included in the scheme from operational commencement on 1 July 2010 are:

• Chiropractic	• Osteopathy
• Dental	• Pharmacy
• Medical	• Physiotherapy
• Nursing and Midwifery	• Podiatry
• Optometry	• Psychology

The new scheme enables health professionals to register once to work throughout Australia, reduce red tape, improve safeguards for the public and promote a flexible, responsive and sustainable health workforce.

The job

The Enquiry Contact Officer will be required to:

1. Courteously answer incoming calls and respond to routine enquiries made to the AHPRA Enquiry Contact Centre (ECC) following established guidelines.
2. Record enquiries in the ECC system according to established policies and procedures.
3. Forward or appropriately refer all registration and notification requests and other specific enquiries to designated staff.
4. Handle all enquiries whether by phone, email, in person or via the web with a polite, positive and service oriented attitude.
5. Process the daily incoming correspondence within the required timeframes including scanning corporate correspondence according to AHPRA's records management procedures and service standards.
6. Provide accurate and appropriate information to all enquiries.
7. Observe contact enquiry confidentiality at all times.
8. Attend and participate in staff meetings and training sessions.
9. Provide training to other AHPRA staff regarding the ECC.
10. Continuously seek out ways to improve ECC services and quality.
11. Provide assistance to the public reception area, including greeting the public, answering routine enquiries and directing the public on how to contact appropriate registration or notification staff.
12. Assist with the Senior ECC Officer functions and undertake training to be the back up to the Senior ECC Officer role when required.
13. Perform other duties as assigned by the Director, Corporate Services or State Manager.

Key Selection Criteria

Our ideal applicant will be someone who will have:

1. Well developed interpersonal and communication skills with the capacity to communicate effectively with the public.
2. Demonstrated ability to comprehend, capture and interpret basic customer information in order to quickly respond to enquiries or forward enquiries to appropriate staff.
3. Well developed judgment, together with the ability to manage difficult customer situations, to respond promptly to the needs of the customer, solicit feedback to improve the service, and respond to requests for service/assistance.
4. Demonstrated ability to use search tools and browsers and to respond to email and web form enquiries.
5. Demonstrated commitment to the provision of excellent customer service and continuous improvement.
6. Experience using Contact Centre tracking and management tools would be an advantage.