

MEDICAL ASSURANCE SOCIETY
ROLE DEFINITION



Position Title: Member Support Adviser

Business Unit: Member Support Centre

Date: January 2019

Our guiding principles and values

Having highly satisfied Members is Medical Assurance Society (MAS)'s most important business objective. To achieve this, we need to deliver exceptional service and advice to MAS Members. In addition, we must also continue to grow and develop our staff.

MAS's accomplishments are the work of its staff. We encourage initiative, recognise individual and team contributions, treat each person with respect and fairness, and provide opportunity for individual growth. Our staff must exhibit the highest levels of professional and technical competence. At MAS, we value people who are brave, have fun, just do it, respect others, are honest and work with integrity, show initiative and are loyal.

Business unit overview

The core duties of the Member Support Centre are to manage, at a professional level, an empathetic, timely and knowledgeable communication network with members, business associates, branches and Head Office. Particular functions include:

- Responding effectively to member enquiries according to agreed response protocols.
- Providing advice on products and services
- Identifying business development opportunities and either developing these or referring to branch staff as agreed.
- Providing centralised support and service to regionally based Society resources.
- Building relationships with Members.

Position purpose

The Member Support Adviser is required to provide skilled advice by telephone for inward and transferred calls.

Key work roles

Role Specific

- Attending, as the first priority, to incoming calls through MAS's Member Support Centre. This may include but is not exclusive to providing:
 - information about MAS's products and services
 - Quoting, approving and providing products and services
 - Making recommendations to Regional Managers/Member Support Team Leaders/Member Support Manager for potential members or new business
 - Providing accurate and timely underwriting of insurance and making prudent underwriting decisions in line within delegations set
 - Information about processes
 - Assisting with data entry of new fire and general business
 - Making endorsements and amendments to existing business
 - Transacting financial business
 - Mailing out documentation
 - Lodging new claims and reviewing the policy to ensure the claims fall within the policy criteria.
 - Appointing assessors for new claims
 - Providing advice and support to MAS staff on fire and general claims and procedures

- Following up and resolving any outstanding business, within determined time frames, resulting from incoming calls through MAS's Member Support Centre.
- Attending, as the third priority, to administrative duties within the sales network.
- Undertaking all training, external and internal, necessary to demonstrate a thorough knowledge of MAS's systems, procedures and appropriate products, together with all Member Support Centre equipment and interpersonal skills needed to provide the best possible standards of service to all persons communicating with and through the Member Support Centre.
- Promoting co-operative team spirit with colleagues.
- Proactively initiate changes, which assist MAS to more effectively meet Members' needs.
- Undertaking any other tasks, from time to time, as determined by the Member Support Team Leader, for the smooth operation of the Member Support Centre.
- Liaising with our Sales and Marketing team with administration, follow up of promotions and sales campaigns.

Generic roles

- Constantly review activities to ensure consistency with MAS's policy and service ethic.
- Contribute to projects in accordance with MAS's strategic direction and National Branch Business Plan.
- Proactively identifying and initiating changes that assist MAS to more effectively meet Member's needs.

Competencies:

These are the competencies that the Member Support Adviser is expected to display and against which their performance will be measured:

Builds Quality Relationships

Works to develop and maintain quality relationships with internal and external contacts.

Requirements of this role:

- Teamwork and relationship building skills.
- Excellent interpersonal communication skills.
- An ability to build rapport with all members.

Provides Outrageously Good Service

Is strongly committed to provide a high level of service, both internally and externally.

Requirements of this role:

- Strong service ethic.

Technically and Judgmentally Sound

Demonstrates an appropriate level of technical knowledge and sound decision making.

Requirements of this role:

- Good computer literacy.
- Proven on the job training skills.
- Knowledge and experience in a Call Centre environment.
- Good planning and organisational skills.
- Insurance and/or financial background.

Focused on Improvement and Innovation

Strives to identify and implement ways to improve MAS and themselves.

Requirements of this role:

- An ability to exercise sound judgement.
- Initiative and self-motivation.
- Ability to focus on key issues.

Self Management

Maintains the types of attitudes and behaviours that will impact most positively on MAS's future success.
Requirements of this role:

- An ability to work effectively under pressure.
- In addition this role will have specific performance objectives, which are set and assessed on a regular basis.

Working relationships

Responsible to: Member Support Team Leader
Responsible for: Nil

Functional relationships:**Internal**

The Member Support Adviser will liaise with:

- Member Support Team Leader
- Member Support Manager
- Claims, GIS and Life Team Members
- General Manager - Member Support
- MAS employees

External

The Member Support Adviser will liaise with:

- MAS Members
- Service providers/Advisers
- Business/Industry associates

Delegations

Delegations are as outlined in MAS Delegation policies, which are available on MAS's intranet and subject to change at any time.

Other details

Positions at MAS may change over time as the organisation develops. We are committed to maintaining a flexible organisation structure that enables us to meet changing market and Member needs. Responsibilities for this position may therefore change over time as the job evolves.