

Position Description



Position Title	Central Claims Administration Officer – jobactive
Position Number	01-952
Reporting To	Central Claims Team Leader
Classification	Labour Market Assistants Industry Award (LMAIA)
Department/Program	jobactive
Location	Head Office
Tenure	Full Time, Maximum Term to 26 June 2020
Contact Information	People & Culture on 03 5449 2000 or humanresources@cvgt.com.au

Our Promise

At CVGT Australia our **promise** is to provide **employers** with *work ready* people.

We will deliver **positive economic** and **social benefits** to the community.

We will do this by **getting people jobs**, motivating *clients* to be work ready and, making CVGT a great place to work.

Organisational Environment

When you join CVGT Australia, you become part of a team of around 200 people working together to provide employers with work-ready people and job seekers with the motivation and opportunity to experience real employment options. We have experienced extensive organisational growth across a number of programs and are now well-placed to recruit exceptional people to match or exceptional company.

Embedded in our promise is our commitment to provide employers with services that adds value to their business while promoting opportunities to our client base to realise positive and open employment. In meeting our promise we place significant value on integrity, professionalism and quality customer service.

With branches across Victoria, New South Wales and Tasmania and a variety of roles throughout the company in a variety of employment services programs, you're bound to find something that suits your skills, interest and experience.

By joining CVGT you will have access to a great, and ever increasing, suite of employee benefits including:-

- Flexible work arrangements
- Training and professional development
- Career advancement opportunities
- Employee Assistance Program
- Employee Incentive Programs
- Generous leave entitlements
- Company uniform

CVGT Australia is an equal opportunity employer and values the strengths realised through a diverse workforce. We encourage and support workplace diversity that not just promotes inclusion for our employees but also provides support to the diverse nature of our customers. The long-term benefits to CVGT of embracing diversity include being regarded as an 'employer of choice' and increased employee engagement and retention.

Role Purpose

The employee will be responsible for processing all the jobactive program claims paperwork in an efficient manner that

meets documentary and contractual obligations under the appropriate funding agreement.

The employee shall work under general supervision in the application of procedures, methods and guidelines. The incumbent will be responsible for providing administrative support to the contractual team. With advanced administrative skills you will be part of a team that adds value and support to the entire program.

Perform all duties with authorities and responsibilities as defined in the Policy Manual, Quality Manual & Departmental Standard Operating Procedures, and/or as requested by the Site Manager.

It is not the intent of the position objectives/duties to be entirely prescriptive. The position objectives/duties are a description of the key areas. There may at other times be activities which will be required which are not described herein, however they will not be outside of the Position Context statement and will at all times made in consultation and agreement with the incumbent.

Key Performance Indicators

Achieve the required KRA's as stated in each of the quarterly agreements.

No Financial losses have occurred that have a negative impact on profit and loss.

Maintain Competency and compliance in the role in alignment with the DEED, Guidelines and SOP to a level where audits on your work identify High risk elements achieving 100%, medium risk 95% and low risk 90% competency and compliance.

Key Selection Criteria

Technical Expertise

- Excellent computer skills, particularly in Word, Excel & Outlook
- A high standard of customer service and interpersonal communication skills, able to work professionally within extensive networks
- Experience in the Departments claims processing procedures
- Experience and/or qualifications in quality assurance, compliance or auditing

Knowledge & Skills

- Highly developed organisational skills, to adapt to a wide range of activities whilst maintaining a high level of attention to detail
- Experience working with a risk management framework
- Experience working to deadlines and meeting targets
- Experience in consulting within a multi-faceted team

Personal Qualities

- Demonstrated capacity to develop, maintain strong networks within the organisation

Qualifications, Licences and Other Criteria Required

- Current Driver's Licence

Other Important Information

APPLICATION INFORMATION

Further information about CVGT Australia can be obtained by visiting our website www.cvgt.com.au. To be considered for short-listing applicants are encouraged to demonstrate how they see themselves fit CVGT Australia's culture, structure and desire to succeed.

General Information-

- CVGT's primary customer is the employer.
- CVGT is an Equal Opportunity Employer.
- 6 month probationary period applies to new CVGT employees.
 - There will be a 3month review and a 6 month review as part of probation
 - The 6 month review will consider:
 - Performance in role
 - Specific competency achievement
 - Internet and email usage and appropriateness
 - Leave taken
 - Any disciplinary actions

- For managers only – Branch Performance / Budget and Business Plan Achievement
- Company uniform & name badges must be worn as defined in Company policies.
- Extent of delegation authority is determined by Company Policies.
- CVGT has a smoke free workplace.
- CVGT values integrity, professionalism and quality.