



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

Join The Royal
Melbourne
Hospital Team



Position Description

Contact Service Officer

THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

- 1. Be a great place to work and a great place to receive care**
- 2. Grow our Home First approach**
- 3. Realise the potential of the Melbourne Biomedical Precinct**
- 4. Become a digital health service**
- 5. Strive for sustainability**



Position Description

Position Title:	Contact Service Officer
Service:	Facilities Management
Location:	RMH City Campus
Reports To:	Facilities Helpdesk Manager
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021–2025
Classification:	HS1
Employment Status:	Full Time (Ongoing)
Immunisation Risk Category:	Category C
Date of Review:	January 2026

POSITION SUMMARY

The Contact Service Officer will play an integral role within the help desk functionality of FM Central and support the wider Facilities Management team. Responsibilities include providing first level contact to our internal stakeholder and customer groups including triaging, monitoring, routing and redirecting resources. This includes escalating unresolved queries and service requests.

This exciting and varied position requires an incumbent with excellent organisational skills, application of good judgement, initiative and an aptitude towards problem resolution. The position will require solid administrative, computer and good communication skills. An understanding of customer service and phone help with an ability to communicate across all levels of the organisation with an important focus on active listening and customer response. Demonstrating enthusiasm and compassion for patients, staff, visitors and contractors accessing the Contact Centre within FM Central is integral.

This position will assume a super user role in the enterprise electronic facilities management information management system. Training and learning development will be provided.

Reporting to the Contact Centre Manager this position is part of a wider support team.

DEPARTMENT DESCRIPTION

Facilities Management / Engineering Services

Facilities Management at Melbourne Health comprises of approximately 600 staff across approximately 12 departments and major functions providing a suite of non-clinical services. Facilities Management operates out of The Royal Melbourne Hospital (City Campus) and is responsible for facilities services across the Melbourne Health network including multiple satellite services. Facilities Management forms part of the Finance & Logistics executive portfolio and comprises of the following services and major functions:

- FM Central (developmental as part of the CAFM Project & effective 2019) including centralised task management & help desk functionality
- Engineering services including preventative and corrective maintenance of buildings, plant and equipment, grounds and utilities.
- Clinical Engineering services including the purchase, installation, testing, and preventative and corrective maintenance of bio-medical equipment, clinical devices and medical device integration into the EMR.
- Sustainability projects including promotion of 'Think Green' and waste minimisation strategies.
- Patient Food Services and Menu Management.
- Catering space and Function Convention Centre management.
- Cleaning and domestic environmental services including independent cleaning audits.
- Patient Service Assistants, Porters and Clinical Assistant services supporting nursing care.
- Security management providing a safe environment for patients, visitors and staff including protection of hospital property and facilities.
- Communications Centre including switchboard, paging services, directory and enquiry desk, and mail room- processing services.
- Fleet & Transport services, patient transport and car pool management.
- Car Parking management including City and Royal Park campuses.
- Commercial Contracts including waste, linen, car parking and the retail precinct.
- Functions & Convention Centre including RMH function room management & catering

KEY ACCOUNTABILITIES – POSITION SPECIFIC

- Strong Customer Service values
- Active listener with good oral communication skills
- Ability to work autonomously and collaboratively as part of a team
- Providing customer service responding to FM service requests, including phone help
- Triage incoming requests and dispatch/allocate for Facilities Management
- Liaise with customers regarding task / preventative maintenance status
- Capturing and monitoring SLA and priority Alerts
- Data entry, management, and reporting
- Monitor resource & asset allocation
- Maintain dashboard reporting for Service Managers and relevant stakeholder groups
- Administration of purchase orders and associated invoicing
- Purchasing and inventory maintenance
- Contractor Sign in and key collection point
- Provide Level 1 Computer-aided facilities management support (CAFMS) Support
- Escalate requests to Helpdesk Manager and CAFM support team
- Assist with development and review of policies, procedures, manuals, and handbooks
- Other administrative duties as directed



KEY RELATIONSHIPS

Internal

- Director Facilities Management
- Program Director, CAFM
- FM Asset Services Group Manager
- Facilities Managers
- Manager Clinical Engineering
- Engineering Manager
- Engineering Contract Manager
- Asset Services Project Manager

External

- Facilities Management Service providers / vendors

KEY SELECTION CRITERIA

Essential:

- Proven experience in a Customer Service and phone help role
- Demonstrated administrative, planning, and organisational skills
- High attention to detail and demonstrated accuracy with data entry and management
- Advanced IT skills with computer literacy and Microsoft Office applications
- Process driven
- Demonstrated ability to deliver phone support and query resolution
- Ability to problem solve and access resources
- Experience working with digital maintenance systems or facilities management-based software
- Highly developed listening, communication and interpersonal skills.
- Ability to establish and build constructive working relationships at all levels
- Ability to accept direction and work autonomously as part of a team
- Drivers License
- Current Working with Children Check (employer)

Desirable:

- Demonstrated knowledge and experience using Integrated Workplace Management systems such as IBM – Tririga
- Experience working in a highly dynamic helpdesk environment

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in The RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity.
- Ability to operate within allocated budget (if required).

AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date
