



The Royal
Melbourne
Hospital

Advancing health for everyone, everyday.

Could this be you?

Join The Royal
Melbourne
Hospital Team



Position Description

Contact Service Officer

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.

Advancing health for everyone, every day.

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.

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

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.

Facilities Management / Engineering Services

- 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

- 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 (CAFM) 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

Internal

- ## External

- Facilities Management Service providers / vendors

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
