

STATEMENT OF ACCOUNTABILITY CUSTOMER SERVICES CLERK

TEAM	Supply Department
ROLE TITLE	Customer Services Clerk
REPORTS TO	Supply Warehouse Operations Manager

OUR CULTURE

At Te Whatu Ora Health NZ, we are committed to honouring Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups.

OUR TEAM ACCOUNTABILITY

As a member of the Te Whatu Ora Health NZ - Waitaha Supply Department, this role has shared accountability for:

- Providing the best supply chain solutions for the healthcare system
- Embodying the departments values in everything that you do,
 - Respecting one another
 - Being accountable and acting with integrity
 - Collaborating with internal and external teams
- Being a champion of innovation and challenging how we can be better for our customers.

MY ROLE RESPONSIBILITY

The Customer Services Clerk is responsible for ensuring an efficient service to our internal and external customers to enable the Supply Department of Te Whatu Ora Healthcare NZ to meet its obligations

Specifically, the role is responsible for:

- General systems, maintenance, data entry and processing
- Working closely with our finance systems teams and administrators to ensure accuracy and integrity within the database.
- Customer Service base and central communications for the department
- Invoice review and processing functions
- Community and Client support
- Community Transport Liaison
- Internal and External Supply Chain support
- Training and development for Supply Service Teams
- Maintaining and review Supply Services Agreements
- Reporting and review Supply Service KPI

- Project works for the right candidate

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have proven capabilities

A person with this leadership focus will not hold formal leadership accountabilities but are responsible for displaying leadership character and driving service delivery within their role and the team.

- **Cultural Awareness** – Understands the needs of Māori and adjusts approach to ensure equitable outcomes.
- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
- **Achieving Goals** - Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Managing Work Priorities** - Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- **Curious** - Seeks and integrates ideas, information, and different perspectives.

Qualifications, experience, knowledge and skills:

- Excellent customer service and interpersonal skills
- High level of written and verbal communication
- Strong organisational skills accompanied by great attention to detail
- Ability to excel in a team environment and build sustainable relationships
- Experience and knowledge of Supply Chain operations and WMS
- Experience and knowledge of administrative and reporting functions
- Job relevant competencies, including but not limited to, an understanding of Microsoft Office suite applications and Oracle software applicable.
- An analytical approach to problem solving and solution focused
- Experience with Oracle finance system desirable
- A “can do” attitude and enthusiastic approach

MY RELATIONSHIPS TO NURTURE

Internal

Supply Department Services/Teams
Hospital Department Managers/Teams
Health & Safety Advisors
Training Departments/Teams
Corporate Teams

External

Patient Healthcare Providers
Te Whatu Ora Health NZ Providers
Suppliers/Product Representatives
Transport Companies

OUR WELLBEING, HEALTH AND SAFETY

At our DHB, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working

environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.

**MY CLINICAL
CAPABILITIES**

Not applicable