

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Contact Centre Operator
Reports to	Team Leader Community Dental Service Contact Centre
Location	Burwood Hospital
Department	Community Dental Service

Date	05-10-2026
Salary band (indicative)ⁱ	2A of the PSA South Island Admin CA
Children's Worker roleⁱⁱ	Yes

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The position primarily responds to incoming calls in a call centre type environment. Calls are received from whānau/caregivers, Well Child providers and other external agencies seeking information and support to access dental care.

Contact Centre Representatives book appointments, refer clients to a clinical triage service, respond to email correspondence, upload information and update system databases to ensure contact information is true and correct. At all times complying with the Privacy Act while dealing with patient information.

Key Result Area	Expected Outcomes / Performance Indicators
Outcomes Area	Managing inbound and outbound enquiries to the Community Dental Service effectively and efficiently, responding to telephone calls and emails in a professional and friendly manner.
	Provide culturally appropriate support to whānau/caregivers accessing services.
	Completing administrative tasks associated with the effective and efficient operation of the Contact Centre in a timely manner.

Other	Performing other duties considered to be within the scope of this role as agreed by you and your manager.
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Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	- Supports efforts to improve access to services and achieve better outcomes for the communities we serve. - Uses evidence and insights to identify barriers and opportunities for improvement. - Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	- Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. - Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. - Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	- Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. - Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. - Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	- Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. - Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. - Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- [Complex or escalated complaints
- Service and technical issues
- Privacy concerns
- Any matter outside delegated authority or where guidance is required

Relationships

External	Internal
- Whānau/caregivers and guardians - Well Child Providers - Other Health Professionals	- Contact Centre Team Leader - Service Manager - Clinical Director

• Schools, agencies and other enquirers	• Clinical Manager • Clinical Team Leaders • Contact Centre Team • Community Dental Service Staff
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About you – to succeed in this role

You will have

Essential:

- Experience in implementing Te Tiriti o Waitangi in action.
- Demonstrated customer service experience in a call centre environment.
- Effective listening skills with the ability to quickly ascertain patients and whānau/caregivers needs through proven questioning techniques.
- Excellent communications and interpersonal skills, supporting clients who have English as a second language
- An articulate, clear and friendly communication style.
- A high level of written English comprehension and writing skills.
- The ability to work systematically and accurately in common desktop applications including booking and online appointment applications.
- Experience in the use of a variety of client software devices
- A demonstrated ability to meet service objectives.

Desired:

- Experience in managing/implementing continuous quality improvement
- Experience in a professional call centre environment

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.

- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Demonstrate experience in managing/implementing continuous quality improvement
- Demonstrate experience in a professional call centre environment

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.