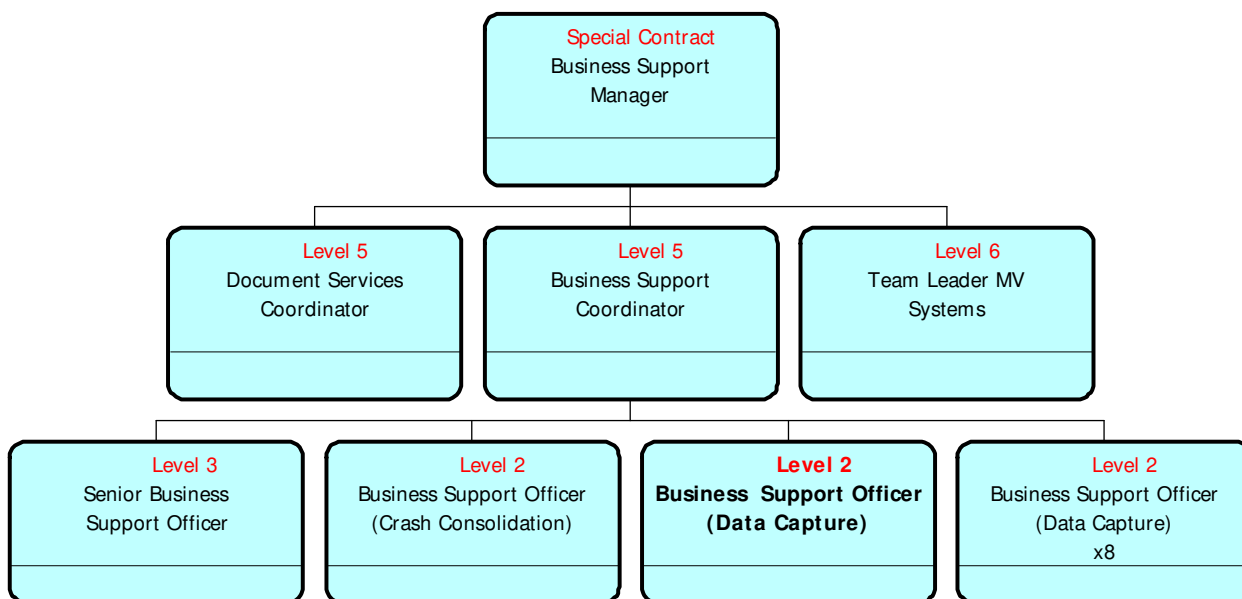


Job Description Form

1. Position Identification

POSITION TITLE	Business Support Officer (Data Capture)
CLASSIFICATION	Level 2
POSITION NUMBER	Various
GROUP	Insurance
DIVISION	Motor Vehicle Personal Injury
SECTION	Business Support
LOCATION	Perth
EFFECTIVE DATE	24 March 2011

2. Reporting Relationships



3. Certification

The details contained in this document are an accurate statement of the position's responsibilities and requirements.

Divisional Manager

General Manager Insurance

Signature _____ Signature _____

Date _____ Date _____

4. Role

The purpose or prime function of this position is:

To interpret and enter provider accounts in accordance with Divisional Payment Policies and Procedures.

5. Key Responsibilities

The following is a list of the typical key responsibilities with an indication of the priority placed on them. This is not a comprehensive list of all duties.

Duty No.	Details	Priority %
1	JOB SPECIFIC	95
1.1	Performs activities necessary to comply with Customer Service Policies.	
1.2	Interprets and applies payment policies and procedures to provider accounts.	
1.3	Accurately record crash information and related data	
1.4	Liaises with service providers regarding account details.	
1.5	Maintains Names System integrity for service providers.	
1.6	Consolidate names on the Name Table where possible	
1.7	Performs system checks for motor vehicle and motor drivers licenses with the Department for Planning & Infrastructure	
1.8	Recommends establishment of creditor status.	
1.9	Maintains system links for providers – Medicare numbers, service type, relationship.	
1.10	Maintains amendments to Medicare relationships.	
1.11	Provides payment advice to Claims Officer.	
1.12	Maintain and implement all procedures in accordance with the Business Support Officer Procedure Manual	
2	OTHER	5
2.1	Contributes to a positive work environment that reflects the values of the Insurance Commission.	
2.2	Contributes to the development of the MVPI Business Plan.	
2.3	Undertakes other duties as directed.	

All key responsibilities are to be carried out in the context of all Insurance Commission policies and procedures.

6. Requirements of the Position (or Selection Criteria)

Customer Service Focus

- Demonstrated customer service focus.

Teamwork

- Demonstrated ability to work as part of a team that exhibits a constructive and collaborative working environment characterised by diversity and tolerance.

Communication Skills

- Demonstrated ability to effectively communicate with a diverse range of people using verbal and written skills.

Experience

- Demonstrated keyboard skills with a minimum of 6000 keystrokes per hour and 98% accuracy.
- Demonstrated ability to interpret policy and procedure to ensure data integrity of information captured.

7. Appointment Details

INDUSTRIAL AGREEMENT AWARD	Insurance Commission of Western Australia's Relevant Industrial Agreement
SPECIAL CONDITIONS	Nil