

Customer Care Managed Care Services



**Create Better
Outcomes**

The Role:

The successful candidate will work as part of the ResMed PEI Patient Managed Care Service Customer Care Team providing excellent customer service and reception duties to patients and visitors, along with administrative support to the ResMed PEI clinical support sales team. This is a blended working role after the training period has successfully been completed.

With over 20,000 patients using CPAP devices in their own homes and growing, this is a fast paced medical and patient focused customer services and administration environment.

Not only is admin an important factor in how people access care, but it can also influence how they feel about their care and even affect care outcomes. ResMed PEI consider five interlinked categories that illustrate the range of impact admin experiences can have on patients: patient safety and clinical outcomes; time and money; emotional wellbeing; trust and satisfaction with ResMed service; and their understanding of, and involvement in their health care.

Admin errors or shortcomings can have significant consequences for patient health outcomes. Poor admin can change how people feel about health services, which has implications for how they interact with ResMed PEI, leading to delays in treatment and, potentially having an impact on their health outcomes. ResMed PEI aim to enhance people's confidence in the quality – including the clinical quality – of its services.

We aim to take steps to improve admin for patients and also help staff to use their time more productively and improve their working lives. Much like patients, staff want robust admin processes that are intuitive to navigate, empower patients and work for all patients. They recognise this as a key aspect of good-quality care.

ResMed PEI aim to develop capabilities to tailor communication to users' needs, and allow two-way flows of information, supporting patients to feel more engaged and empowered – and reduce the time patients spend trying to find out about their care.

High-quality admin has the potential to improve patient experience, promote better care – and contribute to a better working environment for staff.

The Person:

You are someone with an ability to get things done who is looking to join a leading Medical Company and a Great Place to Work. Your motivation and enthusiasm allow you to excel in both a team and individual environment. You have excellent communication, organisational and problem-solving skills. You are self-motivated and constantly seeking smarter ways of working.

PEI is committed to delivering a first-class service. The customer and patient are at the centre of everything the company does. This focus together with detailed product expertise ensures the provision of unrivalled customer care and excellent on-going product support, which have become synonymous with the PEI/ResMed brand.

The Company:

Named a "Great Place to Work" for 2024, PEI is a leading medical and surgical sales, marketing and distribution company. PEI's product portfolio includes major brands from world class manufacturers such as DePuy/Johnson & Johnson, Ansell, Medtronic, Align and ResMed.

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PEI entered the Sleep and Respiratory Medicine market in 2005 when it joined forces with ResMed, one of the world's major players in the industry and together the two companies bring a wealth of knowledge and experience to the sector.



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Roles & Responsibilities:

Primary Responsibilities

- Excellent customer services to our patient base of over 18,000 managed care service customers
- Provide comprehensive solutions to patient queries
- Inbound and Outbound Patient Services Calls, Emails, CRM Tasks, Order Processing, Data Admin and Clinic Bookings
- Working to daily KPIs and month end deadlines and providing reports on same
- Accurate and timely data entry, sales order processing and sales admin
- Patient data management, inputting & updating patient records in Therefore, SAP and CRM databases
- Responsibility for recording and reconciling all stock movement for all rental patients
- Provide reception services for customers and visitors
- Supervise daily deliveries & manage incoming and outgoing post
- Provide support to ResMed/PEI clinical sales and nurse helpline teams
- Interact with teams within PEI (Accounts and Warehouse)
- Reviewing existing work processes (SOP's) and implementing changes where deemed necessary
- Create greater efficiencies with current workflow practices

Other Duties

- Delivery of first-class support and service in line with expected standards from PEI
- Take an active part, where possible and appropriate, in PEI initiatives
- Schedule diagnostic clinics and patient set ups – multiple clinic locations
- Securing purchase orders from the Health Board for the rental devices & processing of quotations
- Processing of customer feedback
- Downloading patient diagnostic devices
- Assist with monthly boot stock reconciliation for each of the ResMed/PEI sales team
- Monthly reporting of KPI's and appointments to be carried out and maintained
- Ad hoc duties as required

Basic Requirements:

- Minimum 2 years customer service/office admin experience or 3rd level qualification necessary
- Ability to deal with several tasks at once in a fast-paced environment, able to adapt to most situations
- A self-starter that demonstrates initiative and knows how to prioritise their work
- Excellent interpersonal skills and telephone manner
- Proven attention to detail and follow through
- An attitude of teamwork
- Time management and organisational skills
- Knowledge of CRM systems
- Computer literate in Microsoft office
- SAP experience an advantage
- Open and receptive communication skills
- Outgoing and positive attitude to customers and colleagues
- Discretion and confidentiality

PEI Compensation Package:

An attractive package is available to the right candidate