

Position Description

Position	Customer Services Officer
Work Area	Customer Services Team
Location	North
Responsible To	Team Leader - Customer Service North
Award / Salary	SCHADS
Classification Level	SACS Level 2

Position Summary

The Customer Service Officer plays a key role in liaising with our participants and staff and is responsible for providing customer service and administrative support to ensure the efficient operation of the reception area. As a full-time Customer Service Officer, you will be part of a dedicated team, supporting one another to make a meaningful difference in the lives of the people we serve.

Position Objectives

To provide administration, reception and client record assistance in the provision of high-quality services to clients of St Giles. The employee is expected to operate within:

- The Organisation's Vision Statement and Values.
- The Organisation's Code of Conduct.
- The relevant Workplace Health and Safety legislation and associated regulations, including the Organisation's Health & Safety Policy & Procedure. This includes taking responsibility for your own health and safety and that of others in the workplace.
- Efficient follow through of any tasks until completion or as otherwise agreed with by the employee's manager or delegated staff.
- Consideration, understanding and respect for all colleagues, participants, and their families.
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners, and other staff.
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs.

Primary Tasks

- Provide effective and efficient support to direct and email enquiries, including initiating appropriate action to ensure smooth operation in the provision of a high quality, responsive service.
- Efficient actioning of day-to-day administrative elements of the service, including clinics and client's appointments both day-to-day and long-term and general administrative tasks such as banking, mail, and document archiving.
- Support St Giles' services by managing word processing requirements including client reports, programs, and correspondence.
- Co-ordinate and record petty cash, client fee payments, and sales or hire of books, equipment and materials.
- Processing staff uniform orders.
- Assist with the coordination and bookings of pool cars and notebooks.
- Receive and record referrals, provide data entry, and generate reports utilising the client database and co-ordinate filing, archiving and file storage system for client records.
- Participate in meetings as required, including input into the development of the service area.
- Maintain the Organisation's stock of stationery supplies and coordinate orders and deliveries.
- Obtain appropriate details relating to enquiries and/or referrals and take the customer through our referrals process.
- Process information in our Client Management System (Goldcare) including the creation of new client files, updating client information, uploading documents and completing discharges.

Position Description

Level of Responsibility

This position is directly responsible to your immediate supervisor for all aspects of service delivery and operational oversight while at work. The performance of this position is subject to general guidance by the employee's manager.

The employee is required to undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines.

Direction/ Supervision Received

An employee at this level works under general direction, operates within established routines, methods, standards, and procedures although there is greater scope to contribute to the development of work methods and the setting of outcomes and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning, and organising their own work.

Performance Review

A Performance Review will be conducted using the Organisation's Performance Management Process.

Qualifications/ Requirements

Essential

- Minimum 1 year experience in an administrative role within the health or disability sector.
- Excellent record keeping, administrative skills and knowledge of established work practices.
- Enthusiastic and empathetic, with strong interpersonal skills, able to work well with a wide range of stakeholders.
- High attention to detail with strong verbal and written communication skills.
- Intermediate experience in using computer and software packages and competent in the use of Microsoft Office.
- Current Driver's Licence.
- Required to provide a satisfactory National Police Check and NDIS Worker Screening/Working with Vulnerable People check (WWVP).
- Current National Police Check (issued within 3 months of the letter of offer).
- Provision of satisfactory Employment Medical Report.

Desirable

- Knowledge of the NDIS and participant/family centred practices.
- Cert III Business and Administration.
- Experience using customer relationship management software such as Goldcare would be advantageous.

Selection Criteria

- Demonstrated organisational and time management skills, including the ability to prioritise work, use initiative and work with minimal supervision.
- Strong communication skills with the ability to work autonomously and within a team environment, whilst always maintaining confidentiality.
- Demonstrated experience providing administrative support in a busy office environment.
- Excellent interpersonal and communication skills with a demonstrated capacity to build and maintain effective workplace relationships with internal and external stakeholders.

Authority

This Position Description has been written with the approval and authority of the Chief Executive Officer and the Executive Leadership Team and outlines the expectations and primary functions of the above-named position.

The Employee

I acknowledge that my duties and responsibilities are as outlined in this position description.
I further acknowledge that my duties may be varied from time to time.

Name _____ Signature _____ Date _____