

# Human Resources

## Position Description



---

<b>Position Title:</b>	Customer Service Officer- Corporate Services
<b>Responsible To:</b>	Executive Assistant
<b>Location:</b>	Hindmarsh
<b>Hours:</b>	76 hours per fortnight but subject to organisational requirements

---

### **Position Overview**

The Customer Service Officer - Corporate Services is responsible for providing proficient reception desk services and delivering outstanding administration support services for multiple teams at the Hindmarsh Head Office site, ensuring all participants, internal and external stakeholders are responded to in an efficient and professional manner.

### **Personal Attributes**

You will be a mature minded individual with a high level of interpersonal communication and organisational skills. You will possess a friendly and courteous manner with a genuine desire to solve others' problems. The ability to prioritise work, meet deadlines and work under pressure is essential. You must have high attention to detail and data entry accuracy. You will be a team player, with a demonstrated ability to show initiative and professionally represent the Organisation. You must be a flexible individual possessing a can-do attitude. The ability to communicate effectively with Participants from a range of backgrounds, employers, fellow staff members and the general public is essential.

### **Responsibilities:**

The Customer Service Officer - Corporate Services is responsible for:

- Answering and direction of all incoming telephone enquiries.
- Monitoring and management of multiple Organisation shared email accounts.
- Co-ordination of all incoming and outgoing mail and courier services.
- Maintaining reception, common areas and lunch room facilities to a high standard.
- Ordering of office supplies and stationery.
- Scheduling meeting room, workstation and office bookings.
- Providing back up support to the Executive Assistant as required, including but not limited to:
  - Travel bookings
  - Catering and function arrangements
  - Notification of Milestones to sites
  - Arranging flowers as directed
- Providing support to the Property Portfolio Manager as required, including but not limited to:
  - Liaising with third party contractors, cleaners and suppliers as directed
  - Obtaining quotes as directed
  - Creating purchase orders as directed
  - Logging/updating maintenance requests
  - Other documentation administration and filing as directed
- Providing support to the Finance team as required, including but not limited to:
  - Co-ordinate archiving
  - Sending of expense trackers
  - Follow up outstanding receipts
- Providing back up support to the RTO Customer Service Officer at Hindmarsh, as required
- Entering data efficiently and accurately across various systems and software
- Ensuring administration duties are completed accurately, in the time set out and adhere to Organisational policy
- Promoting Eighty9 Limited by maintaining a professional company image
- Participating in professional development and training as required
- Involvement and participation in Eighty9 meetings and functions as required
- Other duties as directed by the Executive Assistant.

# Human Resources

## Position Description

---



### **Quality Standards, Regulations and Responsibilities:**

The Customer Service Officer - Corporate Services is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- The government authority contractual requirements and specifications
- The government authority Code of Practice
- The government authority complaints procedure
- ISO 9001 Quality Management System
- ISO/IEC 27001: 2023 Information Security Management System
- Relevant Commonwealth and State Legislation
- Work Health and Safety Acts

### **Qualifications:**

- Relevant experience in the Employment Services or Training sector in an administrative role
- Experience with use of MYOB Advanced, Excel and Word software very desirable.

### **Key Skills/Attributes required to fulfilling position:**

- High level of accuracy and attention to detail for data entry
- Demonstrated ability to provide quality administration and clerical services
- Demonstrated ability to provide outstanding customer service, both on the phone and face to face
- An awareness of the barriers facing Participant in employment and training services, and the ability to communicate effectively with Participants from diverse backgrounds
- Excellent organisational skills
- High level of communication, interpersonal and negotiation skills
- An awareness of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Workplace Health and Safety, Privacy and Freedom of Information
- Computer skills – MYOB Premier, Word, Excel, Internet & E-mail.

### **Desirable Skills/Attributes:**

- Experience working in a diverse staff and stakeholder environment.

### **Additional Factors:**

- Driver's License is essential
- National Police Clearance prior to commencing employment
- Working with Children Check
- This position may require occasional attendance at meetings or training outside normal business hours

### **Selection Criteria**

- Experience in an administration and clerical role
- Developed communication and interpersonal skills with the ability to work with, and engage, a diverse staff and stakeholder base, and to present Eighty9 as a highly professional Organisation to its business partners and the general public
- Proven ability to work as part of a dynamic, outcome focused team.