

Human Resources

Position Description



Position Title:	Customer Service Officer - Eighty9
Responsible To:	Executive Manager: Training Services
Location:	Hindmarsh
Hours:	76 hours per fortnight but subject to organisational requirements

Position Overview

The Customer Service Officer - Eighty9 is responsible for providing proficient reception desk services and delivering outstanding administration support services for multiple teams at the Hindmarsh Head Office and Service Delivery 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 - Eighty9 is responsible for:

- Providing professional reception desk services, including managing and directing 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
- Coordinating and ordering of office and kitchen supplies as required by Head Office and other sites.
- Catering assistance for meetings and functions as directed
- Maintaining oversight of bookable meeting rooms, training rooms, offices and hot desks.
- Providing booking services for the RTO, supporting the processing of participant referrals to training programs
- Confirming booked training appointments and recording outcomes accurately, within specific timeframes
- Entering data efficiently and accurately across Eighty9 systems ensuring contractual and organisational timeframes are met
- General office support to internal stakeholders as requested; printing, scanning, binding etc.
- Providing support to the Property Portfolio Manager as required, including but not limited to:
 - Maintaining spreadsheet of property details
 - Liaising with third party contractors, trades and suppliers as directed
 - Obtaining quotes and creating purchase orders as directed
 - Logging and updating maintenance requests
 - Other documentation administration and filing as directed
- Providing back up support to the Executive Assistant as required, including but not limited to:
 - Travel bookings
 - Notification of Birthday and Work Anniversary milestones to sites
 - Arranging flowers for bereavements, milestone celebrations and hospital stays as directed
- Processing site purchase orders, invoicing and reconciliation for site expenditure
- 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 and Training Services Administration Manager.

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Quality Standards, Regulations and Responsibilities:

The Customer Service Officer - Eighty9 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 and Service Provider Instructions
- 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 Excel and Word software.

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 –Word, Excel, Internet, Teams & 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
- Demonstrated ability to manage multiple priorities.