

Human Resources

Position Description



Position Title:	Customer Services Officer
Responsible To:	Site Manager, Team Leader, or Employment Region Manager
Location:	Employment Services Sites
Hours:	76 hours per fortnight but subject to Organisational requirements

Position Overview

The Customer Services Officer is responsible for delivering outstanding administration and support services for the Employment Services team and providing customer service to the Organisation, Participants and key stakeholders in accordance with the Global Service Model (GSM)

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. The ability to prioritise work, meet deadlines and work under pressure is essential. You will be a team player, with a demonstrated ability to show initiative and who will professionally represent the Organisation. You must be a flexible individual possessing a can-do attitude. The ability to communicate effectively with unemployed jobseekers from a range of backgrounds, employers, fellow staff members and the general public is essential.

Responsibilities

The Customer Services Officer is responsible for:

- Ensuring that all stakeholder enquiries are dealt with efficiently and accurately
- Providing professional reception desk services, including telephone enquiries
- Ensuring that Participants referred for Employment Services have completed all registration requirements and understand how to use Status' job seeking facilities
- Developing vocational profiles for Participants and entering these into government authorities IT system
- Providing efficient word processing, filing and administration services for the Employment Services teams
- Assisting Workforce Connect with vacancy and employment lodgement requirements onto government authority and internal IT systems as required
- Maintaining the professional standard of the reception area, waiting areas and lunch room facilities
- Providing a quality service to all Participants irrespective of their age, gender, race, culture, religion, disability or circumstance
- Promoting Status by maintaining a professional company image
- Conducting administrative activities consistent with contractual and legislative requirements, and Status procedures
- Participating in professional development and training as required
- Involvement and participation in Status meetings and functions as required
- Adhere to the requirements and standards within the Organisations Quality Management System
- Other duties as directed by management

Quality Standards, Regulations and Responsibilities:

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

- The Organisation's Policies and Procedures
- Performance and Quality Framework
- National Standards for Disability Services
- NDIS Practice Standards and Quality Indicators
- Government authority contractual requirements
- Government authority Code of Practice and relevant Service Guarantees
- Government authority Complaints Procedures
- Appropriate authority regulations

Human Resources

Position Description



- ISO/IEC 27001:2013 Information Security Management System
- ISO:9001 Quality Management System
- Work Health and Safety Act 2012
- Relevant legal, professional and ethical obligations.

Qualifications

- Relevant experience in the Employment Services sector in an administrative role

Key Skills/Attributes

- 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 Participants, and the ability to communicate effectively with Participants from a variety of 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 literate in Microsoft Office, Outlook, Internet, and database systems
- An impeccable reputation for honesty, trustworthiness and fiduciary integrity
- Knowledge and experience working with indigenous Participants and other culturally diverse backgrounds

Desirable Skills/Attributes

- Experience working in an environment which required interaction with disadvantaged Participant groups such as people with disability, drug and alcohol dependency, homelessness, domestic violence and psychological disorders is highly desirable

Additional Factors

- Drivers Licence 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
- Current COVID-19 vaccination schedule

Selection Criteria

- Experience in an administration and clerical role
- Developed communication and interpersonal skills with the ability to engage Participants, and to present Status as a highly professional organisation to its business partners and the general public
- Proven ability to work as part of a dynamic, outcome focussed team