

JOB DESCRIPTION

Customer Service Officer – Customer Service & Delivery

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

This role is responsible for facilitation and delivery of outstanding customer service, working collaboratively with the wider Uniting team through the effective coordination of enquiries and supporting administrative activities.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Customer Service Centre team in the Customer Service & Delivery team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour
- Contribute to a culture of openness, feedback and productivity.

- Model, communicate an act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Customer Service Officer, your role specifically will:

- Handle enquiries from potential and existing clients, their representatives, employees and other service providers are handled in a confidential and timely manner
- Analyse, prioritise and resolve issues where possible and escalate issues that cannot be resolved to the appropriate person.
- Ensure high risk enquiries are identified and escalated to appropriately skilled team members
- Complies with all relevant legislation and organisational policies and procedures
- Complete reports, correspondence, filing and other administrative tasks as required
- Record information accurately and in a timely manner in the designated electronic system(s)
- Participate in audits and other continuous improvement activities to identify and reduce client incidents and unsafe work practices.
- Contribute to the generation of new ideas, including the identification of opportunities to improve the efficiency of work practices and implementation of change in the workplace.
- Builds and maintains collaborative and positive relationships with all clients, colleagues, volunteers and other professionals
- Provide accurate information to internal and external clients, including timely follow up on queries and complaints to enhance stakeholder relations
- Cooperative, professional working relationships are developed with clients, family members, employees and other relevant external parties
- Identify client characteristics which require specialised communication assistance and resources in a sensitive manner
- Role model effective internal communications and collaborative working relationships with team members in the Service Outlets, as well as the general business and lead Office
- Contribute to a cohesive and harmonious team in all working relationships by respecting each other's ideas, integrity and ability.
- Maintain skills and knowledge related to work role including regular attendance at employee meetings, and one on one supervision/support meetings with supervisor.
- Supports new or less experienced employees through sharing of knowledge and demonstrating a high standard of work practices and ethics (including support and assistance to volunteers and visitors).
- Perform work activities in a manner which promotes personal safety and risk management using appropriate manual handling techniques and workplace procedures.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate:

Jill Reich

You'll report to:

Customer Service Centre Lead

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
 - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
 - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
 - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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QUALIFICATIONS & EXPERIENCE

Qualifications:

No formal qualifications are required for this role.

Experience:

Typically this role will require three or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- Proficiency in customer service/client relations, including the ability to deal with client information, queries and complaints sensitively and confidentiality at all times

Qualifications:

Essential:

- Qualifications in Customer Service or Business Administration or equivalent

Desirable:

- Cert III in Aged, Children's or Community Services

Even better:

- Knowledge of organisational values and service offering
- Previous experience in Human Services Industry – *Children, Ageing or Health* - would be an advantage.

Employee Name:		Manager's Name:	
		Title	
Date:		Date:	
Signature:		Signature:	