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| **Key Position Information** | | | |
| **Job Title:**  Customer Service Manager | | **Reports To:**  Executive Director, Mission & Business Development | |
| **Team Name:**  Customer Service | **Division:**  Mission & Business Development | | **Cost Centre:**  **TBC** |
| **Work Area:**  [Shared Services, Operations] | **Work Area Code:**  xx | | **Location:**  Kraus Building |
| **Enterprise Agreement [EA]**  Yes  No | **Name of Enterprise Agreement**  Individual Agreement | | **Classification [per EA]** |
| **Incumbent:**  No | **Job Description**  New  Updated | | **Date Updated**  01/09/2024 |

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| **Primary Purpose of Job** |
| The Customer Service Manager is a dynamic leadership role designed to drive excellence in customer service, client onboarding, and engagement throughout the client journey. This role plays a pivotal part in implementing Jewish Care Victoria’s (JCV) organisational strategy, with a focus on continuously improving and exceeding consumer experience across all service touchpoints.  The role unifies key customer-facing functions into a cohesive unit that excels in delivering a seamless and supportive customer experience. |

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| **Dimensions** | | | |
| **Direct Reports**  3 | **Indirect Reports**  8 | **Budget Financial Responsibility**  $nil | **Delegated Financial Authority**  $nil |

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| **Role Balance** | | |
| **People** – **percentage** of time getting things done through others  60% | **Scheduling** – **percentage** of time planning, coordinating  20% | **Technical** – **percentage** of time delivering based on knowledge and skills  20% |

| **Key Result Area (KRA)** | **Key Accountabilities and Responsibilities**  *Accountable = “The buck stops here” Responsible = “The doer”* |
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| Customer Service Leadership | * Lead the development and execution of a comprehensive customer service strategy, ensuring that every client interaction reflects JCV’s commitment to client dignity, choice, and quality of life. * Drive the adoption of customer-centric practices across the organization, embedding a culture of continuous improvement and service excellence. * Oversee the creation and maintenance of customer service standards and processes, identifying pain points and opportunities for enhancing client satisfaction. |
| Team Management and Development | * Manage, mentor, and inspire a high-performing team, fostering a culture of excellence in customer service and responsive help seeking/ service access. * Set clear standards, processes, and technologies that enable the team to exceed our clients and customers expectations consistently. * Provide ongoing coaching and professional development opportunities to ensure the team is equipped to meet evolving needs. |
| Client Engagement and Onboarding | * Oversee the customer engagement process from initial contact through to service delivery, ensuring a seamless experience for all clients. * Coordinate with internal teams, including care coordinators and funding providers, to minimise hand-off points and enhance the overall client experience. * Manage the intake of referrals from various sources, including My Aged Care (MAC) and National Disability Insurance Scheme (NDIS) portals, ensuring prompt and effective follow-up. |
| Strategic Planning and Execution | * Collaborate with the Executive Director and other senior leaders to align customer service strategies and client intake processes with JCV’s organisational strategy and across a diverse service delivery environment. * Participate in strategic planning processes, offering insights on customer/contactor needs and trends to inform decision-making. * Drive initiatives aimed at improving service delivery, reducing customer journey pain points, and enhancing overall customer satisfaction. |
| Quality Assurance and Continuous Improvement: | * Champion quality assurance and continuous improvement initiatives, ensuring that all customer-facing processes meet regulatory standards and organisational goals. * Regularly review and update the Standard Operations Procedures Manual, ensuring it reflects best practices and current operational needs. * Lead the implementation of new technologies and systems, such as a client self-service portal, to enhance customer engagement and streamline service delivery. |
| Jewish Care Values | * Act consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and use values as a basis for managing relationships and decision making. * Adhere to the organisation’s practice and behavioural guidelines in relation to the appropriate treatment of children. * Actively promote and support Jewish Care’s commitment to diversity and inclusion; act in accordance with our relevant Position Statements, policies, and procedures, including those that promote maintaining the standards of our Rainbow Tick Accreditation; and promptly report any breaches of cultural safety. * Adhere to the organisation’s Code of Conduct. * Report any suspicions, concerns, allegations or disclosures of alleged abuse to management. * Actively demonstrate our leadership behaviours – empathy, goal setting, personal development and belonging. |
| Self-Development | * Take responsibility for self-development by actively gaining knowledge relevant to contemporary people and culture as well as aged care, community care and disability research and practice. * Engage in professional development, network with peers, and participate in cross-team projects to enhance knowledge and skills. |

| **Corporate Accountabilities and Responsibilities** | |
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| **Team Member** | * Energetic, collaborative and detail focussed. * Perform work safely and complete tasks on time, on budget and in accordance with expectations. * Question, collaborate and review with leader and peers. * Develop performance and career goals and initiates conversation with manager. |
| **OHS** | * Proactive in caring for the health, safety and wellbeing of all people in our work environment. * Ensure all appropriate actions are taken to implement OHS processes, procedures, work instructions, training, and legislative requirements. * Demonstrate initiative in implementing actions that facilitate the continuous improvement of OHS within Jewish Care. |

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| **Key Relationships** | |
| **Internal** | * ED Business and Mission Development * ED Residential Aged Care Services and Teams * ED Community Aged Care Services and Teams * ED Disability & Social Services and Teams * Head of IT * Funding and Billing Manager |
| **External** | * Clients and families * Community * Service Providers |

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| **Values** | |  | |
| Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values: | | | |
| ***Derech Eretz:* Respect** | A green and purple circle with white outline icons  Description automatically generated | | Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society. |
| ***Kehilla*:  Community** | A green and purple circle with white outline icons  Description automatically generated | | Working together to strengthen our community, to build and support the capacity and resilience of individuals and families. |
| ***Hachlala*:  Inclusion** | A green and purple circle with white outline icons  Description automatically generated | | We embrace diversity and work together for a just and equitable society. |
| ***Achrayoot Chevratit*: Social Responsibility** | A green and purple circle with white outline icons  Description automatically generated | | Behaving ethically, with sensitivity and acting in the best interests of all. |

| **Role Required Capabilities**  Job description | |
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| **Skills**  (the technical skills to do the job at a high level of accomplishment) | **Essential:**   * Proven leadership in Health, Aged or Human Service customer service operations, ensuring high-quality, client-focused service delivery. * Strong communication skills, with the ability to collaborate across teams and with stakeholders. * Deep understanding of customer needs, with a focus on embedding customer-centric practices within the organisation. * Strong organizational skills, with the ability to manage multiple priorities and meet tight deadlines.   Desirable:   * Proficiency with CRM systems and digital tools to manage client interactions. * Knowledge of the aged care, disability, or community services sectors. * Experience leading change initiatives to enhance customer service operations. * Ability to analyse customer service metrics and use data for continuous improvement. |
| **Knowledge & Qualifications**  (the specific qualifications required and knowledge fields are ideally required of the incumbent) | **Essential:**   * Relevant tertiary qualification in Business, Marketing, Management, or a related field. * Familiarity with industry regulations and compliance requirements, particularly in aged, disability and social services. * Knowledge of CRM systems and their role in improving service deliver.   **Desirable:**   * In-depth knowledge of customer service methodologies, including journey mapping and service design. * Experience in aged care, community services, or disability sectors |
| **Experience**  (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context) | **Essential:**   * Proven experience in a leadership role within a customer service or customer experience environment. * Strong background in customer journey mapping, stakeholder management, and team leadership. * Minimum 3 years management experience working in the health/ human service context   **Desirable:**   * Experience in the aged care, community, or disability sectors. |
| **Wisdom**  (the sensitive tasks that require good judgement) | * Demonstrates sound judgment in complex situations, ensuring decisions align with JCV’s values. * Maintains a balanced perspective in navigating challenges, weighing client, organizational, and team needs. * Proactively identifies potential issues and opportunities, taking a forward-thinking approach to problem-solving * Commitment to reflective practice |
| **Valuing**  (the type of work someone undertaking this role would need to value) | * Values understanding and meeting client needs, ensuring every interaction enhances their experience and well-being. * Emphasises collaboration and strong partnerships as key to delivering high-quality customer service. * Passionate about fostering a customer-centric culture and continuously improving service delivery. * Commitment to working with a diverse client and staff base, ability to value and exercise cultural humility. |
| **Pre-Requisites** | * Australian Police Check * International Police Check (where relevant) * Working with Children Check * NDIS Worker Check (if required) * Commitment to providing professional and safe services to all residents and clients, including children and young people * Commitment to creating an environment to ensure our clients are safe and free of abuse, neglect, violence and preventable injury * Unrestricted right to work in Australia (Visa evidence required) |

**Employee Acknowledgement**

**Please sign and date to acknowledge you have read and understood this position description.**

Name:

Signature:

Date:

**A signed copy of the position description must be returned to:**

**People & Development at 619 St Kilda Road, Melbourne VIC 3004 or** [**P&D@jewishcare.org.au**](mailto:P&D@jewishcare.org.au)

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| **A close-up of a logo  Description automatically generated** | Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community. |
| **A red black and yellow flag  Description automatically generatedA blue and green rectangle with a white logo with Torres Strait Islands in the background  Description automatically generated** | Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people, and we deeply respect and honour their ongoing cultural and spiritual connection to land, waters and community. |
| **A blue stamp with white text  Description automatically generated** | Jewish Care is an accredited Safeguarding Children organisation. The welfare and safety of all children and young people is a priority. |