

Position Description

Title	Customer Service Officer
Business unit	Children, Youth and Families
Location	49 McCulloch Street, Bairnsdale, Victoria 3875
Employment type	Part time Ongoing
Reports to	Manager, Children, Youth & Families

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

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

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

This role involves key front desk operations including reception, banking duties, arranging office supplies, administration duties and direct contact with the public and Uniting employees. While primarily based at one site, employees may be required to work from other sites from time to time. We are seeking individuals with availability to work shifts between Monday and Friday from 8:45 am – 5.00 pm.

It is an expectation of the incumbent will be confident to work autonomously, communicate effectively with all stakeholders, and that they would foster excellent working relationships at the site where they are located.

2. Scope

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Budget: Nil

People: Nil

3. Relationships

Internal

- Employees, volunteers, managers

External

- Consumers / Clients
 - Community Service Providers as required
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4. Key responsibility areas

Service delivery

- Liaise and collaborate with staff, co-locators, suppliers and the general public to achieve organisational objectives
- Perform intake and first point of call duties, as required
- General administrative duties to facilitate the smooth running of the office
- Operation of switchboard
- Organising building and office resources, including vehicle booking system
- Processing and distributing communication material, i.e., phone messages, mail and e-mail
- Ensure all administrative and reporting requirements are completed and submitted to the relevant programs/organisations within the appropriate timeframe
- Use principles of best practice to provide an innovative and responsive service

Administration and finance

- Receiving, receipting, and banking of monies, including reconciliation of daily takings
- Aim for appropriate use and sustainability for all finance and other agency resources and assets

Quality and risk

- Promote a culture of effective legislative compliance across the organisation
- Comply with relevant legislative requirements and Uniting policies and procedures
- Report any incident or occurrence that may be in breach of Uniting's policies and procedures, to line manager or manager
- Assist to maintain Covid safety practices and cleaning procedures are followed and adhered to.

People and teams

- Provide support, guidance, coaching to new team members during their induction and orientation process
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful, and enthusiastic work environment

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour

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- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
 - Identify opportunities to integrate and work collaboratively across teams
 - Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
 - Promote a positive safety culture by contributing to health and safety consultation and communication
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position
 - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people
 - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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5. Person specification

Qualifications

- Certificate in Business Administration or relevant experience (desirable)
- Victorian driver's licence

Experience

- Experience in customer service (essential)
- Experience in a human services organisation (desirable)
- Demonstrated ability to learn and undertake routine office procedures and practices
- Ability to problem solve and effectively manage feedback
- Demonstrated ability to relate positively to a large range of people from diverse backgrounds, particularly people with disabilities
- Demonstrated ability to use computers efficiently including Word and Outlook
- Experience in reception and administration duties
- Experience with cash handling procedures
- Local service knowledge or ability to source information

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Child Safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Communication skills:** highly developed written and oral communication skills
- **Administrative skills:** demonstrated ability to learn and undertake routine office procedures and practices
- **Problem Solving:** ability to problem solve and effectively manage feedback
- **Organisational skills:** effective organisational and time management skills, ensuring client needs are addressed with timely, responsive and proactive action
- **Teamwork:** willingness to be proactive and help others as part of a team; contribute to the continuous improvement of a positive, collaborative and effective work environment
- **Culturally aware:** values diversity in the delivery of support to individuals and families from a diverse range of backgrounds and cultures including those from CALD and Indigenous backgrounds
- **Computer skills:** sound computer skills, including demonstrated experience in Microsoft Office

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- **Interpersonal focus:** strong interest in people and respect for others, ability to suspend judgement.
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6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
