**JOB DESCRIPTION**

# Manager Customer Service

# **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 the customer service function, including frameworks service standards, operational agreements and complaints. Defines service channels, service levels, standards and the monitoring process for customer service or service desk staff. The role has an improvement focus and defines the aspirational customer experience, provides leadership to deliver the service culture required to deliver required organisational outcomes.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Techology Customer Services team in the Information Technology team through the following:

* Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
* Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, 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 Manager Customer Service, your role specifically will:

* Develop and implement customer service policies and procedures
* Define and communicate customer service standards
* Review and assess customer service levels
* Oversee the achievement and maintenance of agreed customer service levels and standards
* Direct the daily operations of the customer service team
* Plan, prioritise and delegate work tasks to ensure proper functioning of the team
* Ensure the necessary resources and tools are available for quality customer service delivery
* Review customer complaints
* Track customer complaint resolution
* Handle complex and escalated customer service issues
* Monitor accuracy of reporting and data base information
* Analyse relevant data to determine customer service outputs
* Identify and implement strategies to improve quality of service and productivity
* Co-ordinate and manage customer service projects and initiatives
* Ensure budget requirements are met
* Evaluate and performance manage staff
* Identify and address staff training and coaching needs

# 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:**  Customer and Transformation

**You’ll report to:** IT and Business Services 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.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Bachelor qualification in a relevant field or equivalent experience.

**Experience:**

Typically this role will require 15 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.

* Passion for service excellence and experience driving service improvement.
* Experience in a large organisation in a related capacity.
* Successful experience managing a highly qualified, professional team directly and through matrix approaches across functions and services.
* Skilled at navigating a complex organization, forging relationships, and managing through influence rather than direct authority as required
* Excellent oral and written communication skills, including the ability to explain services and improvement plans.
* Working knowledge of Service Now or similar and analysising data using reporting tools
* Awareness of industry’s latest technology trends and applications
* Ability to think strategically and to lead
* Advanced troubleshooting and multi-tasking skills
* A demonstrated passion for social change and contributing to an organization of influence for the most disadvantaged

**Even better:**

* Experience in change management

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| **Employee Name:** | Insert employee name | **Manager’s Name:**  **Title** | Chris Raveane  IT and Business Services Lead |
| **Date:** | Insert date | **Date:** | 07/09/2022 |
| **Signature:** |  | **Signature:** |  |