

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Customer Service Officer	Department	Place Based Programs
Location	Port Lincoln	Direct/Indirect Reports	Nil
Reports to	Regional Coordinator – Community Programs, Port Lincoln	Date Revised	Sep 2020
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0023858

■ Position Summary

The Customer Service Officer is responsible for the provision of high-level administrative, program and customer service support for Red Cross.

■ Position Responsibilities

Key Responsibilities

- Ensure the provision of prompt and efficient customer service to all internal and external customers.
- Undertake general office administration tasks, including answering the phone; responding to emails; filing (hard/electronic); data entry; reporting; photocopying; management of stationary ordering, office supplies and staff amenities; upkeep and distribution of promotional material.
- Maintain day to day financial administrative services
- Assist with transport client services including general enquiries, trip bookings, assessing client eligibility, referrals and registration of new and existing clients as appropriate
- Maintain and develop relationships with clients, potential clients and volunteers in support of Social Inclusion and Social Support activities
- Monitor and support administrative volunteers as required
- Assist internal and external stakeholders and members of the community with enquiries regarding the provision of all Red Cross services, through ensuring prompt and efficient customer service
- Maintain accurate records of all clients and programs ensuring all reporting obligations are met in an efficient and timely manner.
- Provide assistance at meetings, major events and functions including the set up and pack up of room, preparation and distribution of information, catering and bookings
- Assist with specific events and program areas requiring coordination and administration support
- Contribute to office efficiency by communicating effectively with other team members
- Assist with other tasks as requested by the Regional Coordinator
- Promote a proactive approach to the management of Workplace Health and Safety (WHS) issues
- Contribute to a supportive, collaborative and respectful working environment for staff and volunteers
- Ensure that all activities are undertaken in a respectful, culturally appropriate manner, maximizing the engagement of community members and in line with Red Cross Ways of Working and strategy.

■ Position Selection Criteria

Technical Competencies

- Proven highly developed organisational and time management skills
- Excellent records management and general office and financial administration
- Strong verbal communication skills, with the ability to effectively communicate with a broad range of people
- Basic proficiency in MS Office or similar software and experience using databases.

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- A current SA Driver's License is a requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service |** Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters