**JOB DESCRIPTION**

# Employee Service Desk Officer

# **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 delivery of outstanding customer service, through identifying and meeting customer needs via face to face, phone and digital means. You will assist customers with their enquiries by providing Tier 1 support for Payroll, Finance, HR, Procurement & fleet enquiries.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Employee Service Desk 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.

A the Employee Service Desk, your role specifically will:

* Identify and meet needs of staff & external vendors by providing outstanding customer service.
* Ensure all calls for Uniting’s 1300 numbers (Finance, Payroll, HR & Procurement) are handled in a timely, efficient and professional manner
* Escalate issues to tier 2 after effectively triaging and being unable to resolve in the first instance
* Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders
* Handle enquiries from customers in a confidential and timely manner
* Record information accurately and in a timely manner in the designated electronic system(s)
* 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
* Build and maintain collaborative and positive relationships with all customers, colleagues and other professionals
* Provide accurate information to internal and external customers, including timely action of ESH tickets
* Maintain skills and knowledge related to work role including regular attendance at employee meetings, one-on-one supervision/support meetings with supervisor

# 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, Risk & Governance**

**You’ll report to: Customer Service Delivery 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:**

* Demonstrated Payroll/Finance/HR experience
* Demonstrated Service Desk experience
* Remote user support experience

**Experience:**

Typically this role will require two 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.

* Payroll/Finance/HR background
* Payroll or Finance or HR experience with ability to quickly and efficiently solve tier 1 queries
* Excellent interpersonal, communication and problem-solving skills
* Proficient organisational and time management skills and the ability to prioritise competing demands
* Advanced computer literacy with experience in client/data management systems
* Team player with the ability to work independently in a busy environment
* Great attention to detail
* Preceda, RosterOn, ServiceNow, Optima & Worksmart Dynamics experience

**Even better:**

* Previous experience with high volume data entry and tight deadlines in a medium to large scale Payroll, HR an/or Finance environment

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| **Employee Name:** | Insert employee name | **Manager’s Name:**  **Title** | Insert manager’s name  Insert manager’s title |
| **Date:** | Insert date | **Date:** | Insert date |
| **Signature:** |  | **Signature:** |  |