

Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

Position Description

Position Title	Customer Support Officer – First Aid & Mental Health	Department	Engagement and Support
Location	Sydney and Brisbane	Direct/Indirect Reports	Nil
Reports to	Operations Manager	Date Revised	June 2022
Industrial Award	Educational Services (Post-Secondary Education)		
Award Level	4	Red Cross Job Grade	3
Job Level	Team Member	Job Evaluation No:	HRC0069957

Position Summary

The role of the Customer Support Officer is to deliver exceptional and professional customer service to all First Aid and Mental Health Training (FAMH) clients and key stakeholders. This will entail responding to phone calls and email enquiries, assessing and responding to customer needs and demonstrating an in-depth knowledge of services and products to ensure needs are met and expectations exceeded.

Position Duties

Key responsibilities/accountabilities

- Manage and respond to incoming calls, enquiries, and emails in a timely, efficient and professional manner.
- Respond to detailed product and service questions and enquiries, ensuring the provision of accurate and correct advice that meets client, regulator and key stakeholder requirements.
- Accurately process student bookings and associated payments.
- Support students to correctly complete enrolment and fulfil course requirements to facilitate certificate issuance, eLearning/assessment follow ups etc.
- Qualify and filter sales leads to the correct team/recipient.
- Effectively handle complaints, providing appropriate solutions and alternatives.
- Maintain up to date and accurate processing and recording of all customer interactions and account processing including all associated documentation.
- Assist with compiling reports relating to overall customer satisfaction.
- Provide insights into customer interactions to key stakeholders to help build knowledge and understanding of FAMH customers and drive business outcomes and improvements.
- Assist with data entry and updating of student and client records.
- Assess commercial viability of courses through regular review of student numbers, delivery expenses and projected revenue.

Key relationships

- External – existing and new clients, prospective clients and leads and Red Cross Customers.
- Internal - Operations Manager, Operations Team Members, FAMH business units and stakeholders.

Person Requirements

Key Behavioural and Technical Capabilities

- Strong written and verbal communication skills both in person and on the phone.
- Ability to quickly build rapport with customers and manage difficult conversations calmly and effectively.
- Ability to use databases and undertake data entry.
- Ability to work across tasks, prioritise and manage time effectively.
- Ability to retain and recall important information.
- Good attention to detail and high levels of accuracy.
- Good aptitude for following communication guidelines, procedures and policies.

Experience

- Demonstrated customer service skills in a call centre environment or similar.
- Experience using training management systems and technology.
- Demonstrated knowledge and experience with data management systems and record keeping.

Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	No
Driver's License	No
A clearance to work with vulnerable adults	No
Police check	Yes - every 5 years
National Disability Insurance Scheme (NDIS) check	No
Evidence of up to date* vaccination against COVID-19	Yes

A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.

**As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines*