

Position Description



Position Title: Customer Support Officer (CSO) - Customer Enquiry Service (CES)			
Position Purpose <p>The Customer Support Officer role directly supports Scope's existing and potential customers as well as all enquiries contacting the centralised number and email. They navigate multiple stakeholders both internal and external and provide them with assistance to their enquiry. The Customer Support Officer is instrumental in the conversion of general enquiries into Scope customers.</p> <p>This role will process internal and external enquiries through a variety of service channels including and not limited to phone and email. They will proactively communicate, listen, interpret and match the customer needs to Scope services.</p>			
Division:	Improvement, Innovation and Customer Experience (IICE)	Reports to	Customer Enquiry Service Team Leader
		Direct Reports:	0
Internal Relationships:	IICE Service Delivery Information Technology People and Culture	External Relationships	Scope customers and stakeholders
Delegation of Authority		Category	
Employment Contract		Award	n/a

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. <p>We will deliver better outcomes.</p>

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Scope Approach	See the person: We listen to understand We see the potential We recognise how you do things and what you achieve We take personal responsibility We build excellent relationships with our customers and customers We understand the balance between risks and rights		Do it right: We use systems and processes in our work We deliver quality outcomes safely and on time We understand risks and opportunities We are a financially sustainable organisation We own the consequences of our actions We take pride in the delivery of our Mission	
	Do it together: We lead in line with Scope's approach We work together to achieve shared goals We build ethical and sustainable partnerships We support each other We communicate early and honestly We share responsibility for safety		Do it better: We develop creative solutions We review and continually improve We understand what is working and what is not We seek and respond to feedback We build capacity in all that we do We are a leader in safety	

Key Function	Key Accountabilities, Responsibilities and Deliverables
Key Accountabilities	<ul style="list-style-type: none"> • Provide superior customer service through all available service channels including and not limited to phone, web, email etc • Manage all inbound calls with a high level of customer service by following business processes, capturing mandatory data, referring to reference materials and prioritising the customer's requirements • Provide follow up to all outstanding enquiries and requests within stated timeframes • Ensure confidentiality and compliance in all customer interactions (internal and external) • Create, update and maintain customer records • Qualify and nurture customer enquiries into warm leads • Community Scope service requirements in setting expectations of each customer • Manage emails ensuring all enquiries are responded within nominated timeframes and agreed SLAs • Provide reports and information required to support other functions of the business • Participate and contribute to team meetings with Victoria and NSW team members
Growth Delivery	<ul style="list-style-type: none"> • Maximise on the potential to nurture and convert leads, and therefore contributing to Scope's organic growth targets • Ensure that the CES provides a best in class experience that supports brand differentiation, value proposition and aligns with Scope Customer Experience strategy
People Leadership	<ul style="list-style-type: none"> • Lead by example, models organisation belief and values, shows loyalty to the organisation and behaves with integrity • Provide advise and support to fellow team members when requested • Respect other opinions and be willing to learn from others • Facilitates goal accomplishment and actively collaborates • Champions customer service in the organisation

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	<ul style="list-style-type: none"> • Work collaboratively as part of a team
Workplace Health and Safety	<ul style="list-style-type: none"> • Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.

Selection Criteria	
Qualifications & Knowledge/ Experience	<ul style="list-style-type: none"> • Experience with nurturing sales leads for later conversion into appointments • Strong inbound customer service or similar front of house experience • Experience working in a services, healthcare or in disability services is preferred
Technical Competencies	<ul style="list-style-type: none"> • Superior communication skills • Confident user of CRM and other data management platforms • Excellent time management skills • Familiarity with working to SLA's and customer experience measures NPS • Excellent ability to engage across the organisation from front line staff to executive using the appropriate language
Behavioural Competencies	<ul style="list-style-type: none"> • Self-directed, can work under high pressure and high ambiguity • Ability to identify problems and apply practical solutions • Ability to identify high risk issues and escalate accordingly within a timely manner • Adaptive but highly organised • High attention to detail • Acute interpersonal, listening skills • Delivers the voice of customer to the organisation and drives a customer centric approach • Proactively contributes to workplace improvement
Licenses & Accreditations	<ul style="list-style-type: none"> • Cleared NDIS clearance check within the last twelve months. • Working with Children's check (required for all direct support roles) • Must satisfy all visa requirements for working in Australia. • Driver's license (required for all roles where there is a requirement to travel to deliver services) • Current registration to practice in Australia where required.