

Customer Service Officer (HU-FW002)



This form comes from the following Human Resources – Functional Statement, Workforce Australia departmental process:

Position Title:	Customer Service Officer
Business Unit:	Workforce Australia
Location:	Darwin/Alice Springs
Salary Range:	\$60,000 – \$70,000 pa
Status:	Full-time
Probation period:	3 months
Responsible to:	Regional Leader

POSITION OVERVIEW

Working within the Workforce Australia business unit, the Customer Service Officer leads from the front in providing exceptional customer service and administrative support to both our customers and the team.

This role will be responsible for engaging with customers to ensure a positive first impression while educating the community on the benefits of employment through direct promotion, business development and event coordination.

The Customer Service Officer ensures the office runs smoothly and manages the coordination of day to day activities of field based staff.

KEY ACCOUNTABILITIES

Customer Experience

- Greets customers as they arrive on site and provide a warm, professional and polished first impression.
- Listen proactively, build rapport and adopt a communication style that puts the customer at ease.
- Guide customers through their prospective journey with the employment service and proactively attend to any ambiguity or confusion through providing information leaflets, researching complimentary services or processing referrals to other services.
- First point of contact for queries via a variety of mediums including online, phone and mail.
- Proactively seek ways to further enhance the customer experience and engage customers by liaising with community organisations, other support programs, allied health providers, medical professional and educational organisations that could provide supplementary services.

Service Delivery

- Provide full administrative support and be the anchor point on site to support the Employment Consultants, Work for the Dole Coordinator and Regional Leader in service delivery activities.
- Research other services and follow up with customers, employers and stakeholders where needed.
- Manage appointment scheduling, issue notifications and conduct reminder calls and SMS.
- Support customer activities including resume updates, vacancy and referrals administration.
- Maintain data integrity – including updating the Employer and Customer CRM systems.
- Communicate any opportunity discovered for further customer or employer engagement.



- Keep accurate and timely records.
- Ensure service delivery activities comply with all requirements of contractual deed and guidelines and with organisational policies, including actioning basic audit requests.
- Prioritise day to day activities to ensure results achieved whilst demonstrating empathy with customers.

Employer and Stakeholder Management

- Support employer partnership activities including sourcing employers through distributing targeted marketing material.
- Coordinate marketing material distribution and monthly newsletters to complimentary services and support programs in the community.
- Keeping an up to date support services/community support guide, detailing approved suppliers and programs available in the local community.

Post Placement Support

- Ensure effective and timely communication with customers and employers to deliver post placement care by phone to clients who have been deemed as independent workers.

Site Administration

- Attend to all facets of office management such as stationery and kitchen orders, and liaison with suppliers.
- Ensures site is of optimum presentation at all times.
- Be the WHS representative, ensuring office meets WHS requirements.

Health and Safety

- Comply with all relevant Health and Safety policies and procedures to ensure a safe work environment is maintained. Abide by company procedures for identifying and reporting of potential hazards.

Protect the Information Relating to Customers, Employees and our Business

- Always protect information relating to customers, employees and our business. This includes complying with the IT Acceptable Use Policy and any other related IT, records or information security policies or directions.
- Practice good digital security by reporting information and/or cyber security incidents, protecting physical equipment and handling information according to its classification.

GTNT GROUP GENERAL COMPANY ACCOUNTABILITIES

Policies and Procedures

- Assist in the preparation, review and implementation of Workforce Australia related policies and procedures for inclusion in the QMS.
- Assist with ensuring all section staff are aware/trained in and comply with company policies and procedures.

Team

- Facilitate work teams and value individual differences and diversity.
- Establish effective workplace relationships with groups and individuals.
- Participate in business planning activities as required.
- Participate in company and divisional meetings, and training activities.

STAKEHOLDERS

Internal Contacts: GTNT Group - management and employees and IntoWork Australia - management and employees.

External Contacts: Department of Education, Skills and Employment, Job seekers, Employers, Industry Groups, Workforce Australia providers.

ADDITIONAL INFORMATION

The incumbent must adhere to all current relevant codes of conduct and legislation requirements including:

- GTNT policies/procedures and protocols located in the Quality Manual System.
- Privacy Act.
- Equal Employment Opportunity Act
- Work Health and Safety Act.
- Government/Industry Code of Conduct.
- Australia Fair Pay Condition Standards.
- Anti-Discrimination Act.

The incumbent can be expected to be allocated duties not specifically outlined within their position description, however within the capacity, qualifications and experience normally expected from a person occupying this position.

Key Result Areas will be negotiated as part of the regular performance planning and review processes.

Must demonstrate company values; *Be Accountable, Be Innovative, Integrity is Everything, Customer Service Excellence, Respect Everyone and Think Safe Be Safe.*

SELECTION CRITERIA

Relevant Occupational Check

It is a requirement of the position to:

- Australian Federal Police (AFP) National Police check prior to appointment (satisfactory outcome as per organisation Pre-Employment Policy)
- Working with Children Check (Ochre Card)
- A Current Open Driver's License
- Must comply by the Chief Health Officer public health orders



Education & Accreditation

- Relevant tertiary qualifications or equivalent experience within the Employment Services, Training, Rehabilitation, or Community Services or a similar type sector is highly desirable.

Related Experience

- Exceptional customer service and stakeholder management skills.
- Exceptional ability to build employer relationships and confident in approaching businesses using cold call techniques and warm leads.
- High level of computer literacy, ability to interpret and communicate reporting information.
- Experience working in targets based fast paced environment, a self-starter that can work autonomously to reach targets.

Skills/Competencies

- Excellent verbal and written communication skills and able to adapt style to suit audience.
- High level of resilience and ability to remain calm and keep a positive attitude when responding to a range of situations.
- Highly organised, able to multitask whilst keeping to quality standards with accurate attention to detail.
- Applies initiative with a strong problem-solving orientation, continuously seeks ways to find further opportunities to add value.
- Able work effectively and collaboratively in a team.

REMUNERATION PACKAGE

- Surface Pro
- 5 weeks annual leave
- Paid birthday leave
- Health and wellbeing allowance
- Study leave

INCUMBENT'S ACKNOWLEDGEMENT

This is to certify that I have read and understood all the requirements as outlined in the position description. I acknowledge that I may be required to undertake additional tasks outside of my position description that are reasonable as directed by my manager.

Name:

Signature: Date:

This form also relates to the following other forms: NA