

Position Description

Position title:	Customer Relationship Officer
Location:	Hindmarsh Office
Reports to:	Customer Relationship Manager
Directly manages:	N/A
Other Key Relationships:	Operations - Customers, Team Leaders, Service Managers, General Managers; Rostering and Finance Teams.

Purpose

The Customer Relationship Officer (CRO) is a key role within Cara's centralised Customer Service team – Cara Connect. The CRO is the first point of contact for both prospective and existing customers and works to ensure Cara customers receive the best possible service experience.

Primary Responsibilities

- Responsible for being first point of contact for customers and ensuring a high quality of service is delivered at all times
- Delivering exceptional customer service to external and internal stakeholders
- Tracking service provision in relation to customer funding arrangements
- Responsible for entry of bookings and shifts into the customer management system and rostering system;
- Maintain customer records by updating all required information on a regular basis;
- Contribute to new customer entry and new service setup. Responsible for the preparation, completion and submission of Price Estimates, Customer Service Agreements and assist in any tenders as required. Responsible for allocating individual requirements of tenders to the appropriate expert where required.
- Attract potential customers by answering product and service questions promptly, in line with agreed targets;
- Identify opportunities to “cross-sell” products and services and redirect to appropriate work area(s) and/or staff as required;
- Build and develop knowledge of Cara's products and services to help answer customer queries;
- Clarify product and/or service problems, determining the cause of the problem, selecting and explaining the best solution to solve the problem;
- Work collaboratively across Cara and with external partners to ensure new service development projects are managed and achieved.

General Position Responsibilities

- Adhere to Cara's policies and procedures;
- Ensure that customer needs are met, with feedback regularly sought and communicated;
- Maintain a professional approach in the workplace by adhering to Cara's values and objectives;
- Maintain and model expected behaviours in a customer service focused environment; Aim to continuously improve processes and outcomes by constantly evaluating the work being undertaken and look for ways to make improvements;
- Maintain customer confidentiality by ensuring sensitive information is kept secure;
- Engage in the Performance Development Plan process;
- Maintain a healthy and safe workplace by:
 - taking reasonable care to protect own safety and that of others whilst at work;
 - adhering to WHS policies and procedures;
 - obeying any reasonable instruction from Cara management;
 - using and maintaining equipment provided for health or safety purposes;
 - not being affected by consumption of alcohol or a drug in such a way as to endanger own safety or that of others in the workplace;
 - actively supporting any colleague who may injure themselves at work.

Qualifications and Experience

- **Essential**
 - Highly developed interpersonal and communication skills, both verbal and written
 - Highly developed problem solving and analytical ability
 - Knowledge of the National Disability Insurance Scheme (NDIS)
 - Commitment to ensuring that people with disability have access to high quality and responsive services
 - Commitment to person-centred and human rights principles
 - Well-developed IT and financial literacy
 - Ability to work effectively within a cross-functional team
 - Proficiency in office suite (specifically Excel)
- **Desirable (but not essential)**
 - Previous customer service experience
 - Strong work ethic and the drive to achieve outcomes
 - Experience in the Disability or Human Services sectors
 - Understanding of and or experience in business development

Essential conditions

- Department of Human Services (DHS) Working with Children Check;
- Department of Human Services(DHS) Disability Services Employment Screening Clearance;

- Current South Australian Driver's Licence;
- Satisfactory Completion of Safe Environments training (can be provided by Cara);
- Some out of ordinary office-hours work;