

POSITION DESCRIPTION

POSITION TITLE:	CUSTOMER SERVICE OFFICER		
COMPANY DIVISION:	genU	UNIT:	MatchWorks
OFFICE LOCATION:	***		
REPORTS TO:	Site Manager		
OTHER PROFESSIONAL RELATIONSHIPS:	<ul style="list-style-type: none"> • Employment Consultants • Work for the Dole Services Team • Employment Support Officers • Administration • Employer Solutions Team • Other genU/ MatchWorks Staff • Department of Human Services • Local Community Networks • Employers • Local Training Organisations • Jobseekers 		
CLASSIFICATION & CONDITIONS:	genU Employment Services Enterprise Agreement 2020-2023		
STATUS:	Approved – April 2021		

THE COMPANY

MatchWorks has over 900 staff committed to achieving outcomes for job seekers from over 200 locations across Australia. We understand the challenges but we embrace the opportunities to make getting people into work an important step in supporting them to realise their dreams.

Our diverse team comes from a range of backgrounds and we look for people who have the energy and life experience to look beyond the resume and connect with employers to build sustainable outcomes.

MatchWorks is part of genU, short for 'Generation You', a respected community organisation that's been 60 years in the making. As a not for profit we are committed to building our local communities and making everyone's lives happier and healthier, especially people with disabilities, the ageing and those experiencing disadvantage.

Vision: **To build inclusive communities**

Mission: **Create and deliver innovative services that empower people, in the communities we serve, to reach their full potential.**

GENU VALUES

VALUE	BEHAVIOURS
Welcoming	You're part of our family
Respectful	We will treat you the way we would want to be treated
Integrity	Earning your trust by always adhering to our values
Courageous	We bravely drive innovation and advocacy to assist you to live the life you choose
Excellence	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

The genU values have been articulated to advise employees about the sorts of behaviours expected of them in the workplace.

PURPOSES OF THE POSITION

To provide high quality first point of contact customer service to clients and external stakeholders and administrative support to all staff.

SUMMARY OF POSITION RESPONSIBILITIES

The position is directly responsible to the Site Manager for key accountabilities and the achievement of Key Performance Indicators.

KEY RESULT AREAS

- Client complaints are not lodged due to poor customer service
- Clients are provided with appropriate information in a timely manner
- Reception area flow is well managed without the support of other staff
- Incoming calls are answered within first 5 rings
- Job Vacancy Board up to date
- Engagement of clients in Job Hub is evident
- Site provisions are available at all times.
- Completion of initial appointments is conducted as per Jobactive and Disability Employment Services Deeds

CUSTOMER SERVICE:

- Provide professional support and service to all customers of MatchWorks – including clients, employers, training organisations, support services and the general public.
- Provide information of servicing arrangement based on specific program of service (DES or jobactive)
- Ascertain information in relation to queries and direct these to the appropriate avenue
- Multitasking abilities to deal with customers face to face and on multiple incoming call lines
- Ensure scheduling of clients is met and consultants are advised of arrival
- Management of a safe high flow reception area, ensuring professional and appropriate communication is used at all times

CLIENT SERVICING:

- Promotion of the Hub servicing and updating daily the Job Vacancy board
- Management of structured attendances to training sessions conducted in the office utilizing DoE diary systems
- Administrative Support provided to Hub Facilitator on engagement of clients and scheduling future sessions
- Ensure accurate, up to date and relevant information is made available to all clients
- Ensure PC, Printing and Photocopy facilities are stocked and available for use
- Ensure clients have appropriate access to amenities in the office (kitchenette / bathroom)
- Assistance provided to clients relating job searching activities
- Completion of initial assessments of new clients to servicing
- Assistance to Employment Consultants in attainment of documentary evidence requirements

DOCUMENTATION AND COMPLIANCE:

- Adequate information is recorded in departmental and in house databases on client engagement as directed
- Adherence to ISO audit requirements (ensuring all noticeboards are updated regularly)
- Completion of site auditing requirements as directed by Site Manager
- Ensure appropriate DES and JSA client resources (handbooks and initial packs) are readily available

ADMINISTRATIVE TASKS:

- Completion of postage services for the site
- Completion of stationary and amenities ordering as approved by Site Manager
- Completion of invoice processing through internal systems
- Reconciliation of Petty Cash monthly
- Support to site in scheduling of appointments for clients and making follow up reminder phone calls

TEAM WORK AND CONTINUOUS IMPROVEMENT:

- Attendance to Receptionist meetings
- Suggestions for improvements are filtered through internal system
- Relationships with external stakeholders are fostered; this includes local DHS, Training organisations, employers and other support services.

GENERAL

- Display high level of personal integrity and professionalism when representing genU
- Ability to effectively use time management to complete all required tasks
- Other duties as directed by manager or supervisor

OH&S RESPONSIBILITIES

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

KNOWLEDGE, SKILLS AND EXPERIENCE

SELECTION CRITERIA

Essential:

- Demonstrated ability to work in high flow reception area directing traffic to appropriate services
- Strong communication and negotiation skills with the ability to apply conflict resolution skills to diffuse situations
- Demonstrated strong administrative skills including word processing, data entry and filing.
- Competence in the use of Microsoft Word/Excel, email and internet.
- The ability to use office equipment such as photocopiers and facsimile machines.
- Proven ability to accurately record and retrieve information using a database system.
- Exhibited strong customer service skills, including telephone manner.

Desirable:

- Previous experience in the Employment Services Industry
- Qualifications in Business Administration Field

CULTURAL FIT

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce.

genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.

