

Position Description

There to care. Here for good.

Position Title:	Customer Services Officer
Reports to:	Administrative Services Coordinator
Salary / Classification Level:	Helping Hand Enterprise Agreement – Clerks Award Level
Reporting to this Position:	Nil

Purpose of the Position

The Customer Service Officer is a member of the Administrative Services team and reports to the Administrative Services Coordinator. The Customer Service Officer is responsible for providing customer service and administrative support to ensure the efficient operation of Reception. Such responsibilities include:

- Greeting all visitors to the Site in a professional and courteous manner
- Assisting with administrative tasks such as:
 - Accurately updating electronic business systems
 - Managing petty cash
 - Receipting of funds
 - Coordinating incoming and outgoing mail and couriers
 - Responding to queries both face-to-face and over the telephone.

Your Team

The position works closely with the Site Management team including the Residential Services Manager, Hotel Services Support Manager, Administrative Services Coordinator, senior clinicians, and Lifestyle Coordinator.

Other Key Relationships

The Customer Service Officer, is required to foster professional and effective working relationships with the following key roles/groups:

- Residents and their family members, staff, volunteers, and visitors
- Site Management Team as outlined above.
- Corporate staff who provide direction, support, and expert advice on business systems, including:
 - Admissions
 - Care Governance
 - Information Systems
 - People & Culture
- Administration Services team members across the Residential Services portfolio.

Key Outcomes and Responsibilities

- / Respond to customer enquiries, both in person and via telephone in a professional and courteous manner.
- / Attend to the effective maintenance and balancing of petty cash monies in line with Helping Hand procedures.
- / Ensuring the accuracy of records in relation to receipting/disbursing monies from resident accounts.
- / Process accounts and invoices as required.

- / Process incoming and outgoing mail and courier deliveries.
- / Assist with the coordination of on-site contractors.
- / Provide general administrative support to senior Site Managers including the Residential Services Manager, Care Services Manager and Hotel Support Services Manager.
- / Assist with the provision of reports as required.
- / Coordinate stationery orders and other site requirements as directed by the Residential Services Manager.
- / Ensure all visitors comply with the conditions of entry requirements.
- / Assist with the provision of general administrative duties to enable the efficient operation of the residential site, including the accurate updating of electronic systems such as Riskman, Pay Global, Kineo and Procura.
- / Provide administrative support to ensure efficient Admission and Discharge of residents.
- / Collation and provision of information packs for residents.
- / Liaise with the Maintenance team as required and ensure accurate records are maintained with respect to both reactive and scheduled maintenance requests.
- / Comply with organisational processes, policies, and procedures with respect to accurate maintenance of records systems.
- / Accurately maintain hard copy and electronic filing systems as per established organisational and site management systems.
- / Actively engage in performance review and development processes.
- / To respect and maintain confidentiality in all matters related to the organisation.
- / Assist with providing written replies to enquiries and general correspondence within agreed timeframes and using organisational or site templates.
- / To communicate effectively using verbal, written and electronic means.
- / Ensure compliance with organisational policies and procedures such as Occupational Health, Safety and Welfare.
- / Take all reasonable steps to protect your own safety at work and the health or safety of any other person at the workplace in accordance with requirements under the Occupational Health, Safety and Welfare Act, (1986).
- / Any other associated duties as may be required.

Selection Criteria

Essential

- / Previous experience in a Reception/data entry role requiring accurate and timely record entry, using multiple data bases.
- / Accurate keyboard and data entry skills.
- / Demonstrated skills and experience in the use of Microsoft Office products.
- / Previous experience in the provision of administrative support to management staff.
- / Well-developed interpersonal and written skills with the ability to communicate with a culturally diverse range of people including older people, staff, volunteers, and visitors.
- / Well-developed problem solving and influencing skills including ability to recommend strategies for resolution.
- / Demonstrated organisational and time management skills, including the ability to prioritise work, use initiative and work with minimal supervision.
- / Team Player.
- / Demonstrated commitment to continual professional and personal development.
- / Strong customer service focus.
- / Demonstrated capability to learn new electronic systems.
- / Work on a rotating roster.
- / Valid NDIS Worker Screening clearance or be willing to obtain one.

Desirable

- / Previous experience in roster management using an electronic roster system.
- / Previous experience working with Procura and Payglobal.
- / Previous experience working in the aged care sector.

Customer Service, the Helping Hand Way

We deliver our service guided by our *Five Golden Standards*

- 1 We always offer choice.
- 2 We engage.
- 3 We speak clearly, politely and respectfully.
- 4 We deliver on our promises.
- 5 We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects *The Helping Hand Way* and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do, it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety, report it. Hazards can turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it, be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely, make sure you use it. It's there to keep you safe.
- / If equipment isn't working properly, tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured, tell us straight away. Your supervisor will be able to help you.