

Reports To:

Customer Service Manager

Branch:

Operations

Direct Reports:

Nil

Role Purpose:

The Customer Service Officer engages with customers as a primary point of contact for all enquiries, requests, service information and feedback. As a key representative of integratedliving, the Customer Service Officer interacts with a wide range of stakeholders and connects external customers with internal resources. The Customer Service Officer is frontline point of contact and is responsive to customer needs embedding the organisations vision, mission and values to enhance customer satisfaction and build our reputation as a provider of choice. A vital component of the role is supporting individual choice and enabling customers to participate directly in the direction of their care. The Customer Service Officer supports customers to resolve their enquiries and ensure positive outcomes through highly developed communication and knowledge of the organisations operations.

Highly responsive and driven to deliver outstanding satisfaction levels, the Customer Service Officer is able to identify and pursue the best course of action to fulfil requirements and consistently achieve an exceptional customer experience.

Key Responsibilities and Key Indicators:

Key Accountabilities and Key Indicators:

Key Accountabilities	Key Indicators
1. Establish positive relationships with customers, determine and address customer requirements and effectively deal with difficult customers.	<ul style="list-style-type: none"> High levels of customer satisfaction and retention. Individual customer expectations assessed and needs analysed. Evidence of adaptive communication style. Resolves feedback by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; and liaise as required with staff from other departments to gain information and resolve customer feedback.
2. Respond to all customer enquiries and offer high quality advice and support.	<ul style="list-style-type: none"> Incoming calls answered/outbound calls made in a professional, courteous and prompt manner. Response time meets target. All enquiries followed through to resolution. Closure time meets target. Inbound calls appropriately redirected. Adequate contact details and accurate information provided. Customer notifications completed in required timeline Increased customer satisfaction via feedback
3. Maintain a high level of understanding and knowledge of integratedliving operations; liaise with relevant stakeholders to successfully connect external customers with appropriate internal resources.	<ul style="list-style-type: none"> Number of customers connected with services meets target Internal referral and information transfer processes followed. Commitment to customer service principles embedded in delivery framework. Cohesive team dynamic and seamless flow between work functions and internal teams Consults with manager and other relevant organisational staff in the management of customer needs.
4. Initiate complaint handling and feedback management process as required.	<ul style="list-style-type: none"> Complaints and feedback managed in accordance with organisational framework and processes in place. First point of contact resolution implemented Action taken within target timeframe to enhance customer experience.
5. Access and maintain IT systems and TRACCS database to ensure timely and accurate information transfer.	<ul style="list-style-type: none"> TRACCS and Hayylo database updated daily. Database and system integrity maintained. All required records entered promptly.

	<ul style="list-style-type: none"> • Appropriate use of IT solutions to access and enter information.
6. Contribute to a customer centric operational framework.	<ul style="list-style-type: none"> • Continuous customer experience monitoring. • Advise Manager of customer service trends and assist with proactive strategies to ensure best practice customer service. • Improvement opportunities identified and communicated.
7. Demonstrate an understanding of and commitment to the rights of customers.	<ul style="list-style-type: none"> • Customer confidentiality maintained in accordance with communicated organisational requirements. • Adhere to the policy and procedures.
8. Participate in professional development and training activities and initiatives.	<ul style="list-style-type: none"> • Scheduled training attended and completed. • Active participation in professional development activities. • Skills maintained and developed through internal and external education. • Provide feedback on identified training needs and support new staff during on boarding period • Participate and assist the Manager with PDR process.
9. Participate in review and evaluation processes and adopt a continuous improvement focus.	<ul style="list-style-type: none"> • Collaboration with team to address service improvement requirements resulting from customer feedback, stakeholder feedback and/or internal and external evaluation processes. • Performance improvement feedback actioned. • Evidence of contribution and review of policy, procedures and processes • Participation in integrated living quality management system including audits, surveys and needs analysis. • Gaps in skills and competencies identified and reported to Customer Service Manager.
10. Refer complex or sensitive matters to the Customer Service Manager	<ul style="list-style-type: none"> • All matters escalated as required. • Escalation process followed. • Critical incidents reported immediately as notified
11. Participate in rotating On Call Roster.	<ul style="list-style-type: none"> • Provide timely and efficient service outside of business hours to assist internal staff and our customers on a rostered time basis. • Critical incidents reported to management as per escalation process
12. Maintain a safe work environment in accordance with policy, procedure and safe work methods	<ul style="list-style-type: none"> • All work health and safety training attended • Safety communications and updates read and followed • Hazards identified and reported • Acts to enhance the safety of self, team and others at all times

Decision Making:

- In accordance with organisational Delegation of Authority and integrated living's Values

Essential Criteria for Position:

- Effective verbal and written communication skills and ability to liaise with a wide range of customers from diverse backgrounds.
- Experience within a call centre environment or customer service team.
- Ability to work independently and effectively manage time.
- Demonstrated customer service skills and proven commitment to the provision of high quality customer service.
- Well-developed computer and data entry skills and working knowledge of database applications.
- Ability to assess priorities and work quickly and accurately under pressure.

Desirable Criteria for Position:

- Bi or multi-lingual.
- Tertiary qualifications in relevant field.
- Complaint management or dispute resolution/mediation expertise.

Additional Notes:

Delegation of Authority Schedule

Other

Summary of Specific Responsibilities

Defined in**Responsibility**

Business Continuity Planning : ILA-Org-Quality	ILA-Customer Service Officer
Clinical Documentation Procedure : ILA-Org-Clinical (Not Issued)	ILA-Customer Service Officer
Customer Incident Reporting and Management : ILA-Org-Clinical	ILA-Customer Service Officer
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Infection Prevention and Control Procedure : ILA-Org-Clinical	ILA-Customer Service Officer
Non Response to a Scheduled Visit : ILA-Org-Customer Service	ILA-Customer Service Officer

Other related Team/Group based responsibilities for **ILA-Customer Service Officer**

Working within integratedliving Australia Ltd

integratedliving Australia Ltd is an innovative, not-for-profit community business delivering a broad range of quality community care services. **integratedliving** operates across regional and rural New South Wales, Queensland, Victoria, ACT and Tasmania and has been providing services to the frail, older people, younger people with a disability and their carers for over 15 years.

Our vision ... *enriching communities, supporting individuals*

Our purpose ... *facilitating health and wellbeing options for individuals, families and carers... strengthening rural, regional and remote communities*

We value ... *diversity, integrity, respect, unity and equity*

Our values indicate the type of conduct required of the Board, management, staff and volunteers when carrying out the operations of the organisation and the standards consumers and stakeholders can expect from the organisation.

All employees are responsible for ensuring that the standards of behaviour and conduct specified in the organisation's strategic plan, service delivery model and Code of Conduct are adhered to. Employees who are found to have breached these standards may have sanctions imposed; all employees must ensure they understand their responsibilities.

Supervisors are responsible for promoting, and for ensuring all practices within their area follow the principles of WH&S and Managing Diversity, including Equal Employment Opportunity. All employees are expected to promote and uphold the elimination of workplace harassment. Workplace discrimination, bullying or harassment are considered to be breaches of proper standards of conduct and behaviour and are illegal.

integratedliving workplaces and vehicles are non-smoking environments.

Incumbent Statement :

I have read, understand and accept the above Position Description.

Signed: Date: ... / ... /

Full Name:

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