

Position Description

Customer Service Officer

Position Title:	Customer Service Officer
Business Unit:	IRT Customer Contact Centre
Reports to (Title):	Customer Service Team Leader

DIMENSIONS:

Number of direct reports:	0
Number of indirect reports:	0
Annual Budget:	0

JOB ENVIRONMENT:

The Customer Growth team is responsible for the acquisition of new customers through IRT's Customer Contact Centre, Sales team and Customer Growth Unit for all products and services in the IRT Lifestyle & Care portfolio. The role is located at IRT Market Street in Wollongong.

JOB PURPOSE:

- To handle all customer facing and inbound calls in an efficient, timely manner and support the mission statement to develop, enhance and promote quality customer service through team efforts
- To exhibit flexibility, sensitivity and respect whilst maintaining a productive working relationship with all team members and internal departments.

OUR MISSION

To create communities where seniors achieve their optimum quality of life

OUR VALUES

Integrity we are open and honest

Respect we value each individual

Trust we deliver on promises

JOB SPECIFIC RESPONSIBILITIES:

- Provide customer contact point for 'whole of business' products and services, make recommendations of services to suit client needs and refer clients to appropriate contact within IRT
- Carry out written and verbal interactions with clients, residents and members of the community via telephone, face to face contact or internet enquiries and emails
- Be able to identify problem issues and determine the appropriate course of action/redirection within department guidelines required to resolve issues
- Liaise with external clients, contacts and stakeholders (Aged Care Assessment Team, Social Workers) as required
- Coordinate respite bookings and referrals to sales consultants
- Prepare respite agreements and corresponding paperwork and forward to client and/or client's representative as well as the relevant village and care employees
- Interview prospective residents and/or their representatives advising on IRT's range of services and accommodation including type and location of accommodation, costs, wait list information and available services
- Ensure data integrity through the process and maintain the updating of database and client files with relevant documentation and correspondence
- Relieve front switch/reception duties when required
- Assist the Marketing & Communications team in the preparation and distribution of promotional material and campaigns
- Arrange for dispatch of information packages, brochures etc to customers and interested parties
- Perform clerical duties including but not limited to: photocopying, scanning, faxing, mailing and filing
- Conduct outbound survey calls to current clients or perspective clients, record customer experience, update and amend enquiry information as required
- Achieving set goals and objectives for professional growth
- Other duties as required by the Customer Service Manager

ALL EMPLOYEE RESPONSIBILITIES:

- Actively support IRT's mission and values
- Follow IRT's Code of Conduct
- Represent IRT in a positive way at all times
- Work in line with IRT policies and procedures
- Attend relevant training and awareness courses as required
- Cooperate with IRT Work Health & Safety Policies and Procedures and take all reasonable care to ensure that actions or omissions do not impact on the health and safety of yourself and/or others in the workplace. All employees are responsible for ensuring that contractors carry out their tasks in a safe manner and do not impact on the health and safety of others in the workplace. Any unsafe activities must be reported to the employee's supervisor and/or manager immediately

- Comply with all records management systems, procedures and relevant legislation to ensure processes are in place to capture and maintain evidence of and information about business activities and transactions in the form of records
- Maintain confidentiality around IRT business information and don't share it with other people who aren't directly involved – whether they are internal or external – via face to face, email or social media (e.g. Facebook and Twitter)
- At IRT we are working hard to become a sustainable organisation and to reduce our environmental footprint. All of our employees have a significant role to play in our campaign for a more 'Green' future.

MAJOR CHALLENGES:

- Managing varied and conflicting demands to meet agreed standards and timeframes
- Working in a constant changing environment.

DECISION MAKING AUTHORITY:

This position will receive routine direction from the Customer Service Team Leader.

The incumbent:

- Prioritises individual and team workloads and requests within agreed standards and timeframes
- Identifies emerging issues and initiates appropriate action
- Will use initiative, research, analytical, interpersonal and communication skills to achieve effective outcomes.

IRT policies and procedures will guide decisions and recommendations and influence the development of new policies and procedures. The incumbent will clarify and resolve problems using current policies, procedures and legislation. Problem resolution is the responsibility of the position incumbent, but may be escalated where the issue exceeds the delegation or scope of practice.

WORKING RELATIONSHIPS:

Internal:

- | | |
|------------------|---------------------------|
| ▫ IRT Management | ▫ IRT Customers |
| ▫ IRT Employees | ▫ IRT Volunteers/Students |

External:

- Families/friends of residents
- Guardians/Advocates
- Government Agencies
- Other Health Professionals

ESSENTIAL CRITERIA:

- Interpersonal skills
- Sound communication skills in dealing with clients over the telephone
- The ability to work well in a team environment with a positive and supportive attitude
- The ability to resolve complaints and consumer customer enquiries in a polite, professional and timely manner
- Attention to detail and accuracy
- Be personally committed to achieving customer service excellence
- Demonstrate strong computing skills and the ability to learn systems quickly
- Ability to prioritise administrative and telephone tasks with conflicting deadlines.

DESIRABLE CRITERIA:

- Experience in aged care industry
- Contact centre experience.
- Willingness to work flexible hours

INDUSTRIAL INSTRUMENT:

- Individual common law contract.

CONDITIONS OF EMPLOYMENT:

- Have relevant working rights in Australia
- National Police History Check
- Pre-employment medical
- Appropriate referee checks.