

POSITION DESCRIPTION – Customer Service and Administration Assistant

Position title:	Customer Service and Administration Assistant
Responsible to:	Team Leader – Customer Service and Support

JOB PURPOSE

The Customer Service and Administration Assistant is a member of the Customer Service and Supports team. The Customer Service and Administration Assistant is responsible for running and coordinating the day-to-day administrative duties of the office ensuring effective and efficient operation. The Customer Service and Administration Assistant also performs an integral role in business development and customer engagement, coordinating as part of a team, in the delivery of quality services to customers. This is an essential role providing support to management and the team through responding to incoming communication, distributing mail and correspondence, general administration duties such as filing, printing, and photocopying and data entry.

As the first point of contact, the Customer Service and Administration Assistant is required to respond to communication in a quick and courteous manner. The position liaises between customers, the public, key stakeholders and staff members. A professional and enthusiastic image must therefore be maintained at all times.

MAIN DUTIES

- Provide quality customer service and receptionist services such as greet and assist visitors, answer phones, direct calls and respond to inquiries from a variety of sources including Web and email.
- Updating and maintenance of customers, key stakeholders and staff information systems, including staff compliance and compliance reporting.
- Rostering staff to ensure that Just Better Care's operations are maintained in an effective, timely and consistent manner so that there is a least amount of interruption to our service provision, ensuring a consultative approach with customers and staff regarding shift changes including arranging replacement staff to cover planned or unplanned absences, shift changes and non-compliance services.
- Ensure Customers rosters are distributed monthly
- Preparing documents for management and staff.
- Processing and directing mail and incoming correspondence including checking and actioning emails in a timely and efficient manner
- Monitor and communicate Severe and Extreme weather conditions to staff
- Create and distribute monthly staff newsletter including engaging and targeted content for both territories.
- Assist with interviews, orientation and on-boarding for staff recruitment
- Customer Invoicing

FINAL DRAFT PD - Customer Service and Administration Assistant

1

This information is JBCA's confidential information. Please do not use or disclose without JBCA's consent.

Document Number:	REHR003	Version:	3.0.0
Created Date:	17.01.14	Created By:	Scott Harris
Modified Date:	7.07.16	Modified By:	Rebecca Harris
Approved Date:	7.07.16	Approved By:	HR Manager

- Complete customer contracts and service agreements, and other legislative or JBC documentation.
- Assist with intake of Home Care Package (HCP), NDIS, Brokerage and Private customers including home risk assessments, Independent Contractors Agreements and Brokerage Agreements
- Customer notes and documentation reviews
- Customer check-ins
- Supporting new and existing staff via regular check-ins and probationary procedures.
- Identify and participate in professional development
- Ensure office supplies are available and take stock for ordering
- Be involved and available for on call rotation
- OHS representative for SWV office
- Fire Warden for SWV office
- First Aid Officer for SWV office
- Perform other duties as required

SELECTION CRITERIA

Essential

- Current NDIS Clearance and Working with Children's Check.
- Current First Aid and CPR
- Driver's License
- Relevant experience in administration and customer service
- Demonstrated organisational and time management skills
- Demonstrated ability to manage priorities
- Excellent communication and interpersonal skills
- Demonstrated ability to work as part of a team
- Keen attention to detail
- Excellent customer service skills
- Highly proficient computer experience including spreadsheets and Microsoft Office
- Available to travel to head office for training and professional development
- Available 5 days per week

Desirable

- Experience working in a community-based organisation

Document Number:	REHR003	Version:	3.0.0
Created Date:	17.01.14	Created By:	Scott Harris
Modified Date:	7.07.16	Modified By:	Rebecca Harris
Approved Date:	7.07.16	Approved By:	HR Manager

Key Performance Indicators

Key Result Area	Expected Outcomes	Performance Indicators
Reception	<ul style="list-style-type: none"> • Provide a courteous, knowledgeable and reliable liaison with members of the public by being first point of contact for face-to-face and telephone enquiries. • Administrative support is provided, when required to the appropriate standards. • Reception manual including procedures are accurately documented and maintained. • Ensure Reception is maintained in a neat and professional manner at all times. 	<ul style="list-style-type: none"> • Telephone calls are answered using the Just Better Care greeting and directed to the appropriate staff members in a timely manner. • Ensure all visitors and contractors sign in and out of the premises. • Communication is handled in a timely manner and customers are able to obtain the information they require. • Staff whereabouts are known and accurately recorded. • Mail is accurately collated daily and correctly distributed in a timely manner. • Mail trays and Express post envelopes are in stock. • Office supplies are in stock • Monitor equipment and report issues as they arise. • The Reception area looks professional and neat. • Update the telephone extension list and details of relevant personnel.
Rostering	<ul style="list-style-type: none"> • Assist rostering as required, appropriate standards. • All information entered into computer database is accurate and complete. • That shifts are appropriately recorded in the rostering system in the correct formats and dates and times • All Customers and Staff are notified of all changes as soon as possible. • Liaise with the team leader Customer Service and Supports with all roster related issues. • Monitor and verify shift times. 	<ul style="list-style-type: none"> • Tasks are completed accurately, efficiently and within the required parameters. • Shifts are accurately entered and locatable • There is a smooth and efficient process for work flow and information sharing to do with Rostering and Reception. • Ensure Service Agreements, Procura and Referral codes align • All communication with Staff and with Customers are date noted.

FINAL DRAFT PD - Customer Service and Administration Assistant

3

This information is JBCA's confidential information. Please do not use or disclose without JBCA's consent.

Document Number:	REHR003	Version:	3.0.0
Created Date:	17.01.14	Created By:	Scott Harris
Modified Date:	7.07.16	Modified By:	Rebecca Harris
Approved Date:	7.07.16	Approved By:	HR Manager

Key Result Area	Expected Outcomes	Performance Indicators
Customer Service	<ul style="list-style-type: none"> Ensures delivery of quality services in accordance with organisational vision, mission, values and strategic objectives Builds strong relationships with internal and external stakeholders including: customers, staff, managers. 	<ul style="list-style-type: none"> Minimal complaints from customers and internal stakeholders
Quality & Continuous Improvements	<ul style="list-style-type: none"> Ensure services are delivered in accordance with Just Better Care's Quality Management System. 	<ul style="list-style-type: none"> Participate in meetings and contributing to quality review activities and processes. Provide feedback and participate in continuous improvement activities.
Professional Development	<ul style="list-style-type: none"> Demonstrates a commitment to ongoing professional development and is able to practice within the scope of their qualifications. 	<ul style="list-style-type: none"> Attends training opportunities and completes assessments. Demonstrates awareness of own abilities and limitations, identifying learning needs and seeking guidance when necessary. Maintains qualifications as required by position.
Work Health & Safety	<ul style="list-style-type: none"> Maintains a safe environment for customers, visitors and staff through implementation of Just Better Care's Work Health & Safety Policies and Procedures. OHS Representative for SWV First Aid officer for SWV office Fire Warden for SWV Office 	<ul style="list-style-type: none"> Maintained a safe environment for customers, visitors and staff through implementation of Work Health & Safety policies and procedures. Hazards and potential hazards including possible solutions are reported. Incidents or accidents are reported as soon as practicable. Actively participated in activities to promote safety. Ensure emergency procedures are applied appropriately.

Document Number:	REHR003	Version:	3.0.0
Created Date:	17.01.14	Created By:	Scott Harris
Modified Date:	7.07.16	Modified By:	Rebecca Harris
Approved Date:	7.07.16	Approved By:	HR Manager