# Position Description

# Quantum Support Officer

**Vision Australia, supporting people who are blind or have low vision to live the life they choose.**

## Purpose of Position

The purpose of the Quantum Support Officer role is to provide broad administrative and customer service support for both Quantum clients and the broader Quantum team. This position reports to the Business Development and NDIS Manager and will work in close collaboration with the Quantum Consultants and key stakeholders nationally to support solution and goal-based sales targets.

## Context

Vision Australia is a national, for purpose organisation that aspires to have a positive measurable impact on the lives of people who are blind or have low vision in the areas of education, employment, independence and social inclusion. The organisation is proactively transforming itself in response to major changes in our funding models and the expectations of the blind and low vision community.

This position is in the Quantum Division in Commercial Services and is a social enterprise income generating division of Vision Australia, responsible for the sale and supply of daily living aids and technology to all clients/customers whilst providing financial return.

## Principle Responsibilities

* Support general customer inquiries on multiple channels including; face to face, phone and/or email whilst ensuring a positive & welcoming customer service experience;
* Process & prepare all company purchase orders, sales orders and on-line website orders via appropriate channels;
* Arrange, monitor, prepare, and process documentation and payments for all funding types including NDIS, DVA, and HCP, and liaise with relevant stakeholders, to deliver approved products and services to clients in accordance with relevant funding guidelines;
* Prepare and monitor weekly and monthly company compliance reporting requirements including but not limited to customer survey’s, NDIS sales, DVA sales and general compliance;
* Process equipment repairs, returns and refunds;
* Support Quantum Consultants with creating loans, quotations and sales orders as requested;
* Respond to Request for Quotes (RFQ’s) from general customer enquiries, local service providers, Quantum agents, Vision Australia, OT’s, Disability Service Providers, website requests and other groups as required;
* Provide support for general software enquiries, referring more in-depth enquiries to specialist Software Support Officer;
* Act as initial point of contact for customer complaints and provide basic resolution if possible, alternatively, escalate to relevant person. Ensure conversations are documented in line with relevant policies and procedures;
* Monitor and maintain up to date records in relevant systems in accordance with professional standards, Vision Australia policy and procedures and external legislation;
* Continually develop and maintain skills & knowledge by keeping up to date with new products and equipment;
* If required, assist with the setup and display of the local Quantum Store and ensure all equipment is in working order including correct pricing and product information on all items;
* Other duties as required by the Manager;
* Assist with maintaining a high standard of safety at Vision Australia by following all safety procedures at all times and acting safely, not putting yourself or other people at risk by your actions or omissions.  Ensure that all work performed is in accordance with Vision Australia policies & procedures.

## Key Performance Indicators

Key performance indicators will be clearly defined through the performance planning process. These will include, but are not limited to;

* Supporting the achievement of solution and goal-based sales targets;
* Courteous, efficient and timely customer service to internal and external customers;
* Compliance with all organisational policies and procedures.

## Essential Job Competencies

* Certificate IV in Business Administration or equivalent experience;
* Experience working in high level administration and customer service role;
* Excellent verbal and written communication skills and interpersonal skills, including an understanding and application of person-centred and strengths based approaches to engage with Quantum customers and their families/carers;
* Understanding of government funding Policies & Procedures within the disability and aged care sector;
* Proven ability to identify areas for continuous improvement and implement administrative systems and processes to achieve efficiency;
* Proficiency in all Microsoft applications and software programs including client management, mail outs and finance systems;
* Ability to prioritise tasks and manage multiple competing deadlines;
* Problem solving and analytical skills at an administrative level;
* Ability to work independently and as part of a team;
* Problem solving and analytical skills at an administrative level.

## Organisational Values

The expectation that we set is that our workforce understands and models our values and behaviours in everything they do 100% of the time

* Person-Centred - We measure our success in terms of outcomes for our clients;
* Accountable - We hold ourselves responsible for what we do and don’t do;
* Collaborative - We work well together and with others to deliver the best possible outcomes;
* Commercially Focussed - We work efficiently and responsibly to sustain and grow our services and influence;
* Agile - We will adapt, learn and innovate to have a positive impact in a changing environment.

## Vision Australia environment

Many Vision Australia and Quantum employees work with Seeing Eye Dogs and all employees are likely to have contact with working dogs.

Employment is subject to the Organisation receiving a National Police Record Check, Working with Children Check or QLD Blue Card or Vulnerable Persons (ACT) check and NDIS Screening Check

## Role Scope

Reports to: Business Development and NDIS Manager

Direct Report Staff: 0

## Review of Job Description

This job description will be reviewed regularly and in line with the performance planning and appraisal process.

END