# Position Description

# NSW Spectacle Program – Customer Service Officer

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

## Purpose of Position

The Key Purpose of this position is to liaise and support the key stakeholders of the Vision Australia NSW Spectacles Program; a Program funded by the NSW Department of Family and Community Services that provides free spectacles and other optical aids to vulnerable and disadvantaged NSW residents. These stakeholders are participating optometrists and optical dispensers and members of the general public who may access the Program.

## The primary objective of this position is to respond promptly and professionally to queries about the Program and to obtain feedback from stakeholders about the effectiveness of the Program.

## Context

The Organisational Support and Infrastructure (OSI) Group at VA covers the Finance, Property, Risk & Privacy, Compliance, Digital access consulting, the NSW Spectacles program and the Regional Aged Care Support program. OSI provides the back office support that ensures the service organisation can deliver great service to our clients and community.

## Principal Responsibilities

* Provide excellent customer service to all stakeholders who come from a variety of backgrounds. Provide quality on-the-spot information about the Program.
* Survey for client satisfaction and audit documentation submitted against Program eligibility criteria and other guidelines.
* Assess special claims for optical appliances as per guidelines and communicate results respectfully to relevant stakeholders
* Handle and resolve customer complaints respectfully and promptly.
* Provide training to providers in online portal and trouble shoot technical issues they may be experiencing.
* Liaise with relevant government bodies such as Centrelink, Explain program to government bodies such as Centrelink, case managers, schools, Medicare Locals, Aboriginal Medical Services, community health centres.
* Develop Program information resources.
* Issue communications, notifications and restrictions of Program updates to optometrists and optical dispensers
* Provide administrative support including running reports, word processing, developing Excel spreadsheets and mail merge applications.

Standard organisational responsibilities;

* Other duties as required by the Program Co-ordinator.
* 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.

## Essential Job Competencies

* Qualification in Certificate III Customer Service or equivalent experience.
* Previous experience working with a wide variety of people including both professionals and vulnerable/disadvantaged people.
* Excellent customer service skills
* Excellent written and oral communication skills
* Good analytical and problem solving skills
* Accurate data processing skills
* Well-developed organisational and planning skills
* Strong attention to detail
* Minimum typing speed of 40 words per minute at 95% accuracy

Standard responsibilities below;

* Engaging and Collaborative
* Ability to work as part of a team and independently as required.
* Ability in establishing and building positive working relationships at all levels.
* Computer literacy skills in Microsoft applications and the internet.
* Empathy and emotional maturity.
* Ability to adapt to changes in the work environment.
* An understanding of the impact of blindness and low vision (desirable).
* Experience working with families from culturally and linguistically diverse backgrounds (desirable).

## 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 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, a Working with Children Check and NDIS Screening Check.

## Role Scope

**Reports to:** NSW Spectacle Program Co-ordinator

Direct Report Staff: 0

In-Direct Report Staff: 0

Operating Budget: TBC <only applicable to manager roles>

Capital Budget: TBC <only applicable to manager roles>

## Review of Job Description

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

END