

Position Description



Title	Customer Service Officer
Business Unit	Customer Service Team - Eastern Victoria – Uniting
Location	321 Ferntree Gully Road, Mt Waverley VIC 3149
Employment type	Permanent Part-time 0.8 FTE
Reports to	Team Leader, Customer Service

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

The purpose of the Customer Service Officer role is to:

- Provide a professional and responsive service to prospective, current and exited clients. Being the first touch-point for most clients and stakeholders interacting with the business, this position plays a critical role for the organisation.
- Potentially work in and/or assist multiple functions of the team including Intake, Administration, Verification or Reception functions as required by the organisation.

3. Scope

Budget: NIL

Approved by: Executive Officer	Page 1 of 4	Division: Aged & Carer Services
Date Approved: August 2020	Printed copies of this document are not controlled.	Next Review Date: August 2021

Position Description

Customer Service Officer



People: NIL

4. Relationships

Internal:

- Uniting Operational Divisions/ Staff
- Customer Service Team/ Team Leader
- People and Culture
- Uniting ICT

External:

- Uniting clients - Incoming callers (people who are older, have a disability, carers, prospective clients)
 - Service Providers/Contractors
 - Allied Health Professionals
 - Other Stakeholders
-

5. Key responsibility areas

Service Delivery

- Deliver high quality service and positive outcomes for clients and stakeholders.
- Conduct over the phone assessments to ascertain eligibility for Uniting programs.
- Referral processing and arranging supports for consumers
- Information provision to clients and callers and referral to relevant services.
- Provide a responsive service; coordinate service in line with care plans, funding and organisational guidelines.
- Promote and inform the wider community about the services provided by Uniting.
- Relieve on Reception as required.
- Demonstrate Uniting's culture and values in work practice and in interpersonal relationships.
- Demonstrate compliance with funding and organisational requirements (Program Guidelines and Uniting Policies, Procedures, and Protocols).
- Assist with other administrative/ operational tasks as required.
- Potentially provide After Hours Support for Uniting programs (this is voluntary at this stage). (Addendum: Uniting After Hours Service - Staff Procedure).

Service Requests

- Process service requests for Procura entries.
- Provide care coordination for service changes, cancellations and confirmations.

Invoice Processing

- Process client fee payments.
- Follow up invoice enquiries and verify invoices for payment.

Teamwork

Approved by: Executive Officer	Page 2 of 4	Division: Aged & Carer Services
Date Approved: August 2020	Printed copies of this document are not controlled.	Next Review Date: August 2021

Position Description

Customer Service Officer



- Promote and maintain a positive and collaborative team environment.
- Develop and maintain strong working relationships with clients, volunteers, staff and key stakeholders with a focus on integrity, respect and accountability.

Reporting

- Prepare monthly Medicare Report for Home Care Package clients.
- Complete error checking of monthly Home Care Package statements.
- Reconcile monthly City of Monash Report for subsidised services.

Personal Accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.
- Display exceptional communication skills with your colleagues, clients and other Uniting Stakeholders.

6. Performance indicators

- Customer Service Standards are always met, as evidenced by supervision notes, Annual Performance Review's and File Audit's.
- Service requests are turned around within agreed time frames.
- Referrals are processed within agreed service level agreements.
- Data entry work is completed by reporting due dates.
- Invoices are processed within agreed time frames.
- Calls and work resulting from calls is actioned in agreed time frames.

7. Person specification

Qualifications

Approved by: Executive Officer	Page 3 of 4	Division: Aged & Carer Services
Date Approved: August 2020	Printed copies of this document are not controlled.	Next Review Date: August 2021

Position Description

Customer Service Officer



Essential:

- Relevant Certificate IV qualification (Community Services, Aged Care, Disability, Administration) and / or demonstrated equivalent expertise and work experience to undertake the activities required.

Desirable:

- Current Victorian Driver's License.

Experience

- A minimum two years' experience in a customer facing and/or telephone enquiries role from a diverse client and stakeholder base.
- Strong telephone-based communication skills, particularly with members of the public.
- Excellent organisational skills and ability to prioritise.

Core Selection Criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Problem solving/ solutions focused - seeks all relevant facts and liaises with stakeholders. Analyses issues from different perspectives and draws sound inferences from available data. Identifies and proposes workable solutions.
- Intermediate to advanced computer skills – Experience with a wide range of software including Microsoft Office suite programs: Word, Excel and Powerpoint.
- Confidence and experience using Client Relationship Management (CRM) systems.
- Sound interpersonal and negotiation skills, including well-developed written and oral communication skills.

8. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

9. Acknowledgement

I have read, understood and accepted the above Position Description

Employee

Name:

Signature:

Date: