

Position Description

Title	Customer Service Specialist
Business Unit	Employment Services
Location	Victoria
Employment type	Full Time
Reports to	Service Leader

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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, 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

1. Position purpose

This role will deliver high quality customer service by presenting a caring and professional image and maintaining an efficient and friendly office environment. This role will support the manager, staff and participants by holding a portfolio of administration tasks.

2. Scope

Budget:

nil

People:

nil

Position Description

Customer Service Specialist

3. Relationships

Internal

- All employment services staff
- All Uniting service delivery staff
- All Corporate services staff

External

- Employment services participants/ participants
 - Employers
 - Program partners (where applicable)
 - Government funding bodies
-

Key responsibility areas

Service delivery

- Perform customer service duties in an efficient, professional and courteous manner including operating the switchboard, referring callers or visitors to relevant staff and passing on messages in a timely manner and ensuring office areas are clean and tidy
- Engage newly referred participants and completing intake assessments and paperwork
- Diary management and noticeboard monitoring
- Completion of a broad range of documentation as per contractual & Uniting requirements. Documentation must be accurate, up to date and submitted in a timely manner.
- Deliver administration support services including use of all office suite programs, mail duties, document management, project research and administrative support to programs that meet all relevant performance and outcome indicators
- Provide financial support which may include petty cash, banking and reconciliation
- Guide and coach participants through the stages of the employment process

Teamwork

- Foster collaboration and teamwork within and across programs and services
- Promote and maintain a positive environment
- Escalate and report customer problems to the Service Leader where necessary
- Work collaboratively and positively with team members to consider and resolve complex customer problems

Communication

- Effective, positive problem solving and conflict resolution skills
- Clear, concise written and verbal communication skills
- Demonstrate active listening in order to obtain relevant information from participants / employers

Building Relationships

- Understand relevant stakeholder relationships and the importance of these to the organisation
- Develop and maintain relationships with participants, employers and other key stakeholders

Position Description

Customer Service Specialist

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards
 - Ensure appropriate use of resources
 - Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency 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
 - 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 General Manager People and Culture
 - Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position
 - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
-

4. Performance indicators

- Undertake prompt engagement and intake of participants into funded programs
 - Ensure documentary evidence is maintained for all funded participant expenditure and complies with funding body regulations
-

5. Person specification

Qualifications

- Undertake prompt engagement and intake of participants into funded programs
- Ensure documentary evidence is maintained for all funded participant expenditure and complies with funding body regulations

Experience

- Demonstrated experience in providing high quality customer service
- Experience working in a target driven environment
- Experience with dealing with complex individuals and situations
- Experience in administrative role

Position Description Customer Service Specialist

Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values
- Teamwork: willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- Achieves results: Focused on optimal outcomes for participants
- Professionalism: Executes day-to-day activities in a positive, friendly and enthusiastic manner.
- Culturally Aware: Values diversity as a strength and positively utilises diversity
- Participant Focused: Considerable knowledge of principles and processes for providing a client-centred, strength-based service. This includes setting and meeting quality standards for services, and evaluation of user satisfaction
- Communication: Excellent ability to communicate verbally and in writing effectively.

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

6. 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 relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State 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.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: