



Role Title: Customer Service Officer
Reports To: Operations Manager
Direct Reports: None

ABOUT THE ROLE

The Customer Service Officer provides efficient and effective administration and customer service support.

The role includes the management of telephone, counter and written enquiries, as well as general correspondence, returns and claims.

Specific duties include processing correspondence (incoming and outgoing mail), resolution of enquiries, accurate and appropriate management of records, electronic processing of employer returns, assessment and processing of worker long service leave claims, and other administrative duties including maintaining registers and ordering goods and services (as required).

KEY RELATIONSHIPS

Accountable to the Operations Manager.

KEY ROLE OUTCOMES

1. Welcome clients at reception in a timely and professional manner.
2. Respond to sector enquiries in accordance with organisational policies and guidelines.
3. Monitor the telephone and emails and answer all incoming enquiries within the required service level.
4. Ensure the timely processing of incoming and outgoing mail.
5. Issue and process employer returns, resolve any queries that arise, and process related adjustments.
6. Review and consolidate worker accounts.
7. Assess and process long service leave claim applications, including resolution of any queries.
8. Ensure recordkeeping management systems and practices comply with regulatory and accountability requirements, relevant Information Standards, State Records obligations and organisation policies and procedures.
9. Other duties as directed by the Operations Manager or Chief Executive Officer.

TECHNICAL & PROFESSIONAL KNOWLEDGE

Essential

1. General knowledge of customer service principles and office administration practices.
2. General knowledge of recordkeeping management systems and practices.

COMPETENCIES

1. Effective interpersonal, verbal and written communication skills.
2. Ability to work under general direction, prioritise work under pressure and organise time effectively in order to meet deadlines.

3. Good organisational skills, attention to detail and ability to act on initiative and with flexibility to respond to changing demands, multitask, solve problems and provide solutions where appropriate.

EXPERIENCE & QUALIFICATIONS

1. Experience in reception and administration roles including data entering and processing.
2. Experience providing a high level of customer service over the phone and in person.
3. Basic experience and skills in Microsoft Office including PowerPoint, Word, Excel and SharePoint.
4. Minimum 18 months experience in a Customer Service Position or similar.
5. Experience working in the community services sector is desirable in this position.
6. Ability to communicate in multiple languages is an asset.

ACKNOWLEDGEMENT

I,, acknowledge that I have read, understood, and accept the above and have been given a copy.

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Customer Service Officer

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Operations Manager

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Date

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Date