

Role Profile

Position	
Position Title	Customer Service Officer
Business Unit/Program	Corporate Services
Relationships	
Reports to:	Office Coordinator
Direct reports:	NA
Purpose of the Position	
<p>The Customer Service Officer position will primarily be responsible for acting as the ‘face’ of Intereach and supporting the administration/delivery of relevant community activities, events, information and resources within the office.</p> <p>The role involves acting as the first point of contact with the organisation for a wide range of individuals, service providers and community groups via phone and personally in a highly positive and culturally/ socially inclusive manner</p>	
Key Responsibilities <i>(the following description of responsibilities is not exhaustive and may include others as directed from time to time)</i>	
Service Delivery	<ul style="list-style-type: none"> • Receive all customer service enquiries to the organisation (phone or in person) in a professional, efficient, tactful, inclusive and confidential manner • Collect, process and bank client fees and petty cash transactions • Maintain and facilitate the completion of the organisation’s purchase order process and documentation • Support the administration and delivery of activities, events and information within the Intereach Office working in close partnership with the Senior Manager, Program Managers and Program Staff • Manage Office room bookings, car fleet and relevant requirements • Assist in the evaluation of service delivery outcomes through client surveys and feedback procedures • Assist with collection of information and data to compile reports • Maintenance arrangements for building when required • Order and maintain appropriate levels of stationary for the office staff
Governance, Compliance and Quality Control	<ul style="list-style-type: none"> • Ensure familiarity, understanding and abide by Intereach policies and procedures as outlined in the Employee Handbook • Contribute towards policy development • Keep up-to-date with changes in government legislation, in relevant areas of responsibility • Identify and implement improvements to operational processes and procedures to enhance program functions • Maintain confidentiality

People and Culture	<ul style="list-style-type: none"> • Participate in regular team meetings to discuss progress, issues, planning and professional development • Participate in supervision • Participate in training and development relevant to the role • Actively develop and maintain supportive relationships with all staff 		
Financial	<ul style="list-style-type: none"> • When incurring expenses on behalf of Intereach, ensure this falls within budgetary guidelines 		
Work, Health and Safety	<ul style="list-style-type: none"> • Understand and comply with WH&S policies and procedures and legislative requirements • Communicate with WH&S representatives and supervisors, particularly regarding hazards in the workplace • Participate in programs to improve risk management, including health and safety within the workplace 		
Organisational	<ul style="list-style-type: none"> • Develop and maintain effective relationships with key stakeholders • Champion the values and principles of Intereach within all aspects of our work • Become familiar with all programs across the business • Actively promote Intereach services and programs within the broader community • Liaise with other Intereach teams/services in order to achieve maximum benefit from resources within the organisation 		
Core Competencies			
Core Competencies (As defined in the Intereach Code of Conduct Framework)	Intereach Value	Competency	Level Required
	Leadership	Communicating with impact	1
		Focus on results	1
	Partnership	Managing relationships	1
		Working as a team	1
	Social Justice	Acts courageously	1
Respects and values differences		1	
Selection Criteria			
Essential	<ul style="list-style-type: none"> • Experience in providing excellent customer service in reception • Min 1 year experience in an administrative office environment • Sound computer skills including intermediate proficiency with Microsoft Office suite with an emphasis on Outlook • Experience in dealing with diverse sections of the community • Experience managing multiple phone lines 		
Desirable	<ul style="list-style-type: none"> • Experience dealing with people from Indigenous and Culturally and Linguistically Diverse backgrounds • Administration qualifications 		
Mandatory Requirements			

Essential	<ul style="list-style-type: none"> • Current drivers licence • Current Criminal Record Check or willingness to undergo check
Acknowledgement of receipt and understanding of the Role Profile	
Name	
Signature	
Date	