

Job Profile



Position Title: Customer Service Officer
Award: Labour Market Assistance Industry (LMAI) Award
Classification: Administrative Assistant (AA)
Portfolio: Work
Reports to: Site Manager
Employee:

Signature below provides acknowledgement that this document represents the job to be performed and has been accepted by the incumbent.

Approved / Authorised by: State Operations Manager

Employee Signature: _____ **Date:** _____

Job Focus

Provide effective front of house and general administrative support to the site.

Assist in the engagement of jobseekers to ensure their active participation.

Provide excellent customer service to all clients, both internal and external.

KRA 1 – Operations

KRA 1.1 – Service Delivery

- Provide first line contact to all individuals phoning or visiting the site - meeting, greeting and connecting them with the appropriate person in a professional and accurate manner.
- Provide effective general administrative support to the site, including but not limited to assisting site employees with filing and other administrative activities.
- Assist with the provision of jobseeker requirements stipulated in the Employment Services Contract.
- Assist with recording the results of jobseeker engagement in in SYC and applicable third-party software systems in a timely and accurate manner.
- Develop and maintain knowledge of areas including but not necessarily limited to the Employment Services Contract.
- Approach all duties with a sense of urgency.

KRA 1.2 – Organisation Responsibilities

- Actively support SYC's collaborative, performance-based culture and ensure actions and behaviours align with the organisations beliefs and values including a relentless belief in people and their potential, rewarding courage, creating trust and working together.

- Achieve all agreed Key Performance Indicators (KPIs).
- Undertake training as directed.
- Always represent SYC in a professional and ethical manner consistent with Our Purpose.
- Conduct any other duties that may reasonably be expected of you from time to time.

KRA 2 – Compliance

- Always operate, comply and behave in a manner consistent with both the letter and the intent of:
 - SYC's policies and procedures, including but not limited to:
 - Code of Conduct;
 - Privacy Policy
 - Keeping Children and Young People Safe Policy;
 - Acceptable Use of Technology Facilities Procedure; and
 - Social Media Policy.
 - all relevant quality systems as amended from time to time; and
 - all relevant contracts, agreements, standards, legislation and regulations.
- Uphold the principles of SYC's Valuing Diversity and Equal Opportunity policies and encourage a work environment that is:
 - conducive to the acceptance and implementation of workplace diversity;
 - free from discrimination and harassment; and
 - respectful of each individual regardless of gender, gender identity, classification, background, qualifications, skills or other characteristics.
- Support workplace gender equality by treating both men and women equally and fairly across all levels of the organisation.

KRA 3 – Safety

Employee Responsibilities:

- Take reasonable care for your own safety.
- Act in a manner that does not place your own health and safety or that of others at risk.
- Comply with all health and safety and injury management legislative requirements.
- Comply with SYC Health, Safety and Environmental policies and procedures.
- Report all hazards, incidents, injuries, unsafe acts or conditions in line with SYC procedures.
- Comply with any reasonable instruction.
- Cooperate with measures introduced in the interests of workplace health and safety.
- Participate in any health and safety training allocated and follow the instruction and advice provided.
- Correctly use any personal protective equipment and safety devices provided.
- Do not intentionally or recklessly misuse or interfere with anything that has been provided for health and safety reasons.
- Undertake only those tasks for which you have been authorised and/or received the necessary training and for which all necessary safety arrangements are in place.

Competency Profile



Qualifications and Experience

- Experience in a front-line administrative role is essential.
- Experience in a successful result driven team is desirable.
- Experience in a customer contact role is desirable.

Skills and Knowledge

Able to effectively demonstrate the following skills:

- Work effectively as a member of a team to deliver quality services and collaboratively achieve outcomes.
- Time management and organisation skills, able to plan and achieve outcomes and to successfully meet deadlines and KPIs.
- Communication:
 - Able to communicate professionally and effectively with a wide range of people in a variety of different situations, both over the telephone and in person.
 - Written and verbal communication skills, including the ability to write timely and accurate email communications and assist with collation and recording of client notes;
 - Able to build and maintain positive working relationships with internal and external stakeholders.
- Interpersonal, conflict resolution and negotiation skills along with the ability to identify innovative and lateral solutions to problems.
- Computer literacy with exposure to Office365.

Able to demonstrate knowledge and/or understanding of:

- Government Employment Services (desirable).

Key Attributes

- Professional, engaging and enthusiastic manner regarding all interactions with both employees and visitors to the site.
- Professional personal presentation.
- Demonstrates honesty, integrity and a high level of confidentiality.
- Able to handle workplace pressure in a way that maintains stable performance and workplace morale.
- Able to maintain reasonable levels of energy and to be efficiently productive over extended periods when necessary.

Special Requirements / Conditions:

- To hold and maintain the applicable state clearance to work with children is an essential requirement for this role and continued employment with SYC.
- Prepared to work from, or be located at, any SYC site is required.