POSITION DESCRIPTION

Title: Customer Service Specialist

Business Unit: Employment Services

Location: West Melbourne

Employment Type: Full Time

Reports to: Team Leader

ABOUT UNITING

Uniting works 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.

Uniting is the services and advocacy arm of the Uniting Church. We’ve been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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, sexual orientation and gender identity. 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.

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

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

POSITION PURPOSE

Working in our Employment Services team, the role is the first point of contact for Employment Services and responsible for high quality customer service. This role will support the manager, staff and clients by holding a portfolio of administration, reporting and finance tasks.

SCOPE

Budget: Nil

People: Nil
Relationships:
Internal:
- All employment services staff
- All support and foundation staff
External:
- Employment services clients/job seekers
- Employers
- Government funding bodies

KEY RESPONSIBILITY AREAS

Service delivery
- Deliver quality, accurate and timely customer service
- Perform customer service duties in an efficient, professional and courteous manner including operating the switchboard, referring callers of visitors to relevant staff and passing on messages in a timely manner and ensuring the office areas are clean and tidy
- Undertake site diary management including rescheduling of appointments
- Provide efficient and friendly service to all people who call or present at offices
- Deliver administration support services that meet all relevant performance and outcome indicators
- Perform general administration including use of all office suite programs, mail duties, document management, project research and administrative support to programs
- Provide financial support which may include: Accounts payable and receivable including client fees, spending and debtor follow up, petty cash, banking and reconciliation, database entry or financial reporting by the program
- Guide and coach jobseekers through the stages of the employment process
- Actively participate, evaluate and provide positive feedback to improve outcomes.

Communication
- High level of written and verbal communications skill is required
- Demonstrate active listening and ask appropriate questions when working with clients.

Leadership/Teamwork
- Work closely with team members and key stakeholders
- Develop and maintain relationships with clients and key stakeholders
- Shares knowledge and experience with the broader team

Personal accountability
- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- 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 behavior...
- 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 General Manager People and Culture.
• Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

PERFORMANCE INDICATORS

PERSON SPECIFICATION

Qualifications/Licenses
  • Desirable: Certificate IV in Business Administration or equivalent
  • Desirable: Current valid driver’s license

Experience
  • Desirable: Previous experience in customer service and administrative support

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 job seekers.
  • Professionalism: Executes day-to-day activities in a positive, friendly and enthusiastic manner.
  • Culturally Aware: Values diversity as a strength and positively utilises diversity
  • Client Focused: Prioritises needs of clients

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

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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 and paid, unpaid work or participation in any service or undertaking.