



<b>Position Title:</b> Customer Service Officer	<b>Entity:</b> Indigo Australasia Inc (Indigo)
<b>Reports to:</b> Manager / Team Lead	<b>No of Direct Reports:</b> 0
<b>Industrial Instrument / Job Level:</b> Enterprise Agreement - Level 3-4	<b>Primary Location:</b> Nedlands (or other approved site)
Position Requirements	
<p><b>Primary Purpose</b></p> <p>The Customer Service Officer (CSO) is responsible for greeting customers (via face-to-face, telephone, or email) and accurately identifying the purpose of their contact and service required.</p> <p>Using their knowledge of Indigo services and the aged care and disability sectors, the CSO either links the customer with internal or external services or provides information and advice on assistive technology. The CSO will work within defined parameters, ensuring a high level of service is provided to all customers.</p> <p>Other key duties include general administration, database entry, supplier liaison and assisting customers to hire and/or purchase equipment.</p>	
<p><b>Key Accountabilities/Responsibilities</b></p> <p><b><u>Health Safety Wellbeing &amp; Environment</u></b></p> <ul style="list-style-type: none"> <li>• Comply with all health, safety and hygiene policies, systems, and WH&amp;S legislation to maintain an appropriate working environment</li> <li>• Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program.</li> <li>• Contribute to a culture that supports wellbeing.</li> </ul> <p><b><u>Functional – Customer Service</u></b></p> <ul style="list-style-type: none"> <li>• Provide exceptional customer service (eg; in-person, phone and virtual mediums) with an aim of first call resolution wherever possible</li> <li>• Use effective communication skills to initiate, progress and maintain relationships with customers and relevant others, including greeting customers in a professional manner, identifying the purpose of the contact and whether it is an Indigo service, and progress the relationship to the appropriate next step</li> <li>• Accurately enter customer details and notes into the Customer Relationship Management (CRM) database, and supplier and equipment details into relevant databases.</li> <li>• Maintain knowledge of Indigo services and products, and government pathways to access aged care and disability services.</li> <li>• Provide advice and assistance on assistive technology within CSO parameters</li> <li>• Redirect the customer to an appropriate allied health professional if the customer’s requirements exceed the CSO parameters and/or the CSO’s level of competence, expertise and responsibilities</li> <li>• Provide timely and accurate quotations for services to increase the number of customers into the organisation.</li> <li>• Manage email and electronic portals to ensure customer queries and referrals are processed in a timely manner.</li> <li>• Scheduling of both clients and Allied Health Professionals utilising the organisation’s current systems and meeting the stipulated My Aged Care SLA’s in relation to Aged Care CHSP referrals .</li> </ul>	

- Receivables and dispatches of post, parcel deliveries (including courier) including use of the franking machine and travel to take mail to the post office
- Client billing management including raising invoices and taking payments (Over the phone or in person) this could be in the form of cash, cheque, eftpos including credit.
- Office security including open and close of office doors in the morning and afternoon (first in- last out system), closing office procedure
- Placing orders for office supplies (ie: stationary, tea, coffee, milk and biscuits)
- Coordinate the Kitchen roster every month

**Level 4- Customer Service Officer**

- Mentor, train and support colleagues
- Participate in service development, which may include undertaking additional portfolio tasks and project work

**Operational**

- Build and maintain relationships with suppliers, regulators, customers and other external stakeholders
- Contribute to, and demonstrate by example, the vision, mission and values
- Participate and/or engage in all activities that relate to Group strategic initiatives and key issues
- Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation
- Undertake other duties as required

**People & Culture**

- Participate actively with colleagues in the leadership team to deliver integrated business outcomes
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

**Administration**

- Meet activity based KPI's and report on functions of responsibility
- Ensure delivery of services and support within Service Level Agreements
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and associated processes are maintained and accessible in appropriate formats and designated locations

**Key Performance Indicators & Measures**

*Indicators of effective performance in the position. KPI's are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time.*

**Key Relationships**

*Key positions or groups with whom the individual will interact to perform the work of the position.*

**Internal**

- Service Delivery Teams
- Leadership team
- All other teams in the organisation

**External**

- Sector peers/competitors
- Consultants and advisors
- Small & Medium Enterprises
- Suppliers and vendors
- Community care customers and families

**Key Behaviours**

Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies **KEY** competencies (**6-12 key to the role**) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be **Operational Behaviours**.

<u>Strategic Behaviours</u>	<u>Leadership Behaviours</u>	<u>Operational Behaviours</u>
<input type="checkbox"/> Aligning Performance for Success <input type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input type="checkbox"/> Adaptability <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Building Partnerships <input type="checkbox"/> Leading the Team – people centric <input checked="" type="checkbox"/> <b>Coaching/developing others (Level 4)</b> <input type="checkbox"/> Delegating Responsibility <input checked="" type="checkbox"/> <b>Decision Making</b> <input type="checkbox"/> Information Monitoring <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input type="checkbox"/> Digital capability <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Agile Approach <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input type="checkbox"/> Applied Continuous Learning <input type="checkbox"/> Marketing & Comms <input checked="" type="checkbox"/> <b>Build Trust</b> <input checked="" type="checkbox"/> <b>Communication</b> <input checked="" type="checkbox"/> <b>Client Liaison</b> <input checked="" type="checkbox"/> <b>Demonstrates Initiative</b> <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> <b>Organisation &amp; Self Management</b> <input type="checkbox"/> Quality & Work Standards <input checked="" type="checkbox"/> <b>Results Focused</b> <input type="checkbox"/> Safety & Environmental Excellence <input checked="" type="checkbox"/> <b>Teamwork</b> <input type="checkbox"/> Tenacity

**General Assessed**

Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit
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**Work Related Requirements**

**Knowledge & Skills (Social, Personal & Technical) & Equipment**

*The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position*

- Adopt change management activities, to achieve successful outcomes
- Ability to liaise with team, leaders and key stakeholders both internally and externally
- Ability to work in a team as a productive and cohesive team member
- Ability to critically think, use initiative and work independently, exercising sound judgement
- Ability to prioritise and meet deadlines, sometimes working with incomplete information or unpredictable demands
- Customer Service skills
- Proficiency with ITC, including client data bases and Microsoft office suite
- Sound understanding of customer relationship management
- Ability to function autonomously prioritising a range of work within established routines, methods and procedures (level 4 will require greater ability to prioritise own work and work autonomously)

**Work Experience**

*The type and extent of previous work experience that is necessary to perform in the position*

- Role/s in similar position and/or industry, with exposure to at least one of the functional areas

encompassed by this role (Level 4 – exposure to most functional areas).

- Operational experience
- Minimum 2 years experience in supervising, training and supporting colleagues (Level 4)

**Qualifications**

Relevant qualification in customer service/administration or similar disciplines (or) significant relevant industry and positional experience

Operational experience **Other work-related requirements**

Some CSO roles may need to undertake occasional overnight travel to regional Western Australia or work outside of core operational hours.

**Extent of Authority**

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Rebecca Emery, Nof Halil

Date Reviewed/Modified: 28/02/2023

\*All PDs should be sent to P&C for approval and uploading to sharepoint

Related Documents: **PD Work Instructions, Behaviours Guide**

**HR Use Only**

**Risk Assessed Role (NDIS Worker Screening Check):** No, not Risk Assessed Role – Aged Care

Date the role was assessed: 9/03/2023

Assessed By: Lisa Karabin, People & Culture Manager