POSITION DESCRIPTION

CUSTOMER SERVICE COORDINATOR

Location: Australia - National
Reports to: National Operations Manager
Supervises: N/A
CHL Capability Band: #2

Primary Purpose:	The Customer Service Coordinator works to ensure effective implementation of feedback practices, access, engagement and outcomes for our customers by building and resourcing better customer service mechanisms, customer feedback supported by a commitment to customer voice advising CHL management and service delivery.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote and adopt a balanced and positive approach to work.
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures, and directions
Responsibilities:	To foster leading practice customer service and feedback supporting continuous quality improvement for CHL: 1. Review, analyse and improve CHL customer feedback system, including supporting best practice implementation, developing strategies, and developing and refining quality monitoring, measurement and reporting requirements 2. Quality assurance and reporting of compliance in feedback systems 3. Coordinate complaint responses and acknowledge all feedback in first instance 4. Working towards ensuring a consistent, comprehensive approach to quality assurance and control across all customer feedback mechanisms 5. Investigate appeals and ministerial requests 6. Assisting in the refinement and implementation of the CHL Customer Promise 7. Facilitate the CHL Customer Service Officer Network 8. Fostering a continuous improvement culture across CHL 9. Ensuring improvements are aligned with the strategic direction of CHL 10. Providing additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	• Continuous Improvement, Housing Operations, Policy, Quality Audit, or related qualification and/or minimum 2 years' experience in a similar role • High level user skills in MS Office programs and Visio • Data analysis, research, and reporting skills • Commitment to the right of every person to suitable housing that provides stability to build their life. • Understanding of the community and/or public housing sectors • Satisfactory Policy Check
Key Capabilities:	**Client Focus -** Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs. **Resilience –** Achieves work objectives, even in difficult circumstances whilst remaining positive and calm **Quality -** Contributes to enhancement of quality practices and ensures that own work meets quality requirements. **Project Management -** Readily applies project management methodology to basic or routine projects to achieve stated objectives and/or outcomes. **Continuous Improvement -** Assists and guide others to address emerging challenges and strategies and risks, and generates support for change initiatives and a continuous improvement environment **Gathers information -** Draws on information from multiple sources to inform work practices. **Teamwork -** Offers constructive feedback and provides balanced and informed perspectives at team meetings. **Proactive -** Creates opportunities and minimizes potential problems by anticipating and preparing in advance. **Communication -** Confidently presents messages in a clear, concise and articulate manner using the most appropriate medium. **Professionalism & Accountability -** Takes responsibility for own work tasks, utilizes the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit. **Probity -** Acts and at all times encourages others to operate within the boundaries of CHL processes, policies, and legal constraints.