

## The purpose of this position

- The purpose of this position is to act as a first point of contact for customers connecting with the Support Centre in a way that aligns their experience to the Support Centre Customer Experience Vision and ensures they receive the right information, advice, and connection to relevant external support services and third party.

## About the position

- This position **reports to** the Team Leader.
- The position does not have any direct reports.
- This position does require a working with children related clearance.

## Key areas of responsibility

- Act as the first point of contact for consumer enquiries through multiple contact channels such as phone, email, web and social media
- Respond quickly and effectively to consumer enquiries in line with the Support Centre Customer Experience Vision and relevant processes and performance targets
- Maintain a strong working knowledge of The Benevolent Society's services, funding mechanisms including basic eligibility requirements and assessment processes, and key contacts and sources of consumer information.
- Provide accurate and timely advice, information and referral to external support services and referral agencies in an effortless way
- Use human-centered and strength-based techniques to build relationships with consumers to enable initial assessment to be completed, to ensure that their needs and goals are understood and to assist them in the decision-making process
- Adopt the support centre's service connection procedure and use knowledge management resources, platforms and processes to support customers
- Record relevant data and information in customer relationship management systems and feedback and incident systems.
- Follow up referral outcomes and support received by consumers to ensure consumer needs are met and excellent customer service provided

## Identify when a customer may be at risk and escalate to the Team Leader or specialist team for follow up

## Key outcomes

### When things are going well, we would expect to see these outcomes:

- Customer experiences are delivered in line with the Support Centre's Customer Experience Vision and Quality Framework and TBS Service Models are implemented
- Customers are attracted to The Benevolent Society and report high levels of satisfaction with their experiences.
- Customers are matched to the right services and information the first time
- The quality of the first point of contact translates to customers engaging with TBS Services

### Essential criteria

- Certificate III or IV or a Diploma In aged care, community care, disability services, community services or related area would be an incredible advantage
- Demonstrated experience working in an organisation that provides health or community services would be an incredible advantage
- A passion for the customer and creating a customer experience people want to talk about

### Key attributes

- Strong emotional intelligence and the ability to create an experience where a caller quickly feels heard and comfortable, often at a time when the caller may feel emotional, confused, or frustrated navigating systems, they may not understand in either a call centre or high-volume call environment.
- Demonstrated experience using a customer relationship management system.
- Ability to maintain an excellent working knowledge of a broad range of services and quickly match that knowledge to customer needs.

## People who know this position say that

### People who know this position say the things that might make your day are:

- Having a customer who felt confused, frustrated or overwhelmed when contact began, finish the contact feeling heard and that they have the right information or referral to go forward.
- Providing a great customer experience that directly relates to the customer using The Benevolent Society's services.
- Being able to identify and suggest solutions that meet customers' needs.

### People who know this position say some key challenges you might experience are:

- Being able to provide advice and information on sometimes complex funding and access requirements in a way that customers can understand.
- Maintaining self-care, especially when supporting customers who are experiencing confusion, frustration, and other strong emotions.
- Maintaining your knowledge of services and the sector in what can be a complex operating and regulatory environment

## Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

### This position may require:

- ☒ Some evening work may be required.
- ☐ Some weekend work may be required

## Key relationships

### We work collaboratively with others. This position works closely with:

#### Within The Benevolent Society:

- Operational Services
- Support Centre Teams

#### Outside The Benevolent Society:

- Consumers, their families and carers
- Referral agencies
- Medical and Allied Health Professionals
- Regulatory and complaint agencies