

# POSITION DESCRIPTION



## CUSTOMER SERVICE OFFICER

**Location:** Victoria

**Reports to:** General Manager - BTR

**Supervises:** N/A

**CHL Capability Band:** #1

<b>Primary Purpose:</b>	Reception desk role providing reception and administrative support to all CHL operations based in the office
<b>Context:</b>	This is an important role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination
<b>Work Health &amp; Safety</b>	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
<b>Responsibilities:</b>	<p>Support the tenancy, community development, asset management housing options and support coordination teams (as applicable) to provide high quality customer services in the region by ~</p> <ol style="list-style-type: none"> <li>1. Undertaking general office and reception duties which includes providing a welcoming front desk service</li> <li>2. Maintaining a working knowledge of relevant support services within CHL and from partner agencies</li> <li>3. Providing relevant information to customers</li> <li>4. Ensuring data entry is accurate</li> <li>5. Contributing to projects</li> <li>6. Providing additional appropriate support to wider team and organisation</li> </ol>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Minimum 2 years' experience in a similar role</li> <li>• Strong skills in Microsoft Office and knowledge of IT platforms</li> <li>• Ability to demonstrate knowledge and understanding of people experiencing social disadvantage</li> <li>• Current Driver's Licence (preferred but not essential)</li> <li>• Satisfactory Police and Working With Children Checks</li> <li>• Commitment to the right of every person to good quality housing and a sense of belonging</li> </ul>
<b>Key Capabilities:</b>	<p><b>Client Focus</b> – Supports clients to achieve their goals through the provision of quality service</p> <p><b>Technology</b> – Uses technology and software applications effectively in accordance with task requirements</p> <p><b>Resilience</b> – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm</p> <p><b>Continuous Improvement</b> – Look for and take advantage of opportunities to learn new skills in order to achieve work goals. Adaptable in approach and willing to be flexible to accommodate the changing needs of the team and the environment</p> <p><b>Gathers information</b> – Knows where to find information and asks questions to ensure a better understanding of issues</p> <p><b>Teamwork</b> – Openly shares information, participates and contributes to team discussions</p> <p><b>Nurtures Relationships</b> – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations</p> <p><b>Integrity</b> – Observes CHL standards of behaviour and seeks assistance with ethical dilemmas</p> <p><b>Autonomy</b> – Demonstrates punctuality and meets agreed schedules and timelines under general guidance</p>