

<b>Position Title:</b>	Customer Service team leader
<b>Division:</b>	Business Support
<b>Reporting To:</b>	Marketing and Engagement Manager
<b>Direct Reports:</b>	Customer service enquiries

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

#### Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The customer service team is instrumental to supporting and triaging enquiries from customers, non-customers, other organisations and the general public. The role is most critical as the first point of contact for the acquisition of new customers. The enquiries team's role is to proactively communicate, listen, interpret and match the customer needs to Northcott service/s and refer the lead to the sales team to convert.

The team is responsible for managing all enquiries, providing up to date information to enquirers and following process and procedures set out for each enquiry pathway. The team works closely with the operations and service delivery team to ensure we provide an efficient and person centred customer journey for all enquiries.

### KEY OBJECTIVE OF THE POSITION:

The key objectives of the Customer Service team leader are:

- Support, coach and mentor Customer Service Enquiries team member to:
  - Triage enquiries and direct the enquiry to the correct stakeholder
  - Triage new customer enquiries regarding service and generate leads in Niara for the Sales team
  - follow up on leads, create RFS and set appointments
  - meet KPIs linked to:
    - call metrics including volume, outcome of calls and conversion rates
    - transfer calls or create appointments
    - enquiries triaged in line with business requirements
    - enquiries successfully converted to sales leads
    - knowledge of business operation, service information and following processes and procedures
    - CRM management and data quality
- Be the point-of-contact for call escalations for more complex enquiries/service requests
- Support the business to provide the best customer experience for all enquiries
- Lead for any change to business operations affecting customer enquiries. This includes system and process changes.
- Manage the telephony system including set up, changes, seasonal needs and day to day maintenance and operation
- Provide hands-on support on calls, during peak periods and when understaffed
- Manage our CRM (Niara) from an enquiries perspective, this includes training new staff, supporting system changes, maintaining process and procedure and future optimisation.
- Manage an integrated enquiry pathway for web to CRM and complex routing for our telephony system

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Proven people management, interpersonal, negotiation and influencing skills
- Sound experience in the provision of human services
- Ability to prioritise competing demands while attending to urgent program or organisational needs
- Excellent verbal and written communication skills
- The ability to demonstrate initiative
- The ability to work efficiently under pressure

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Experience in managing and coordinating a team ensuring day to day operations are undertaken within tight timeframes
- Experience providing leadership, supervision and support to staff

- Previous experience in using staff management software
- Proficient in the use of Salesforce (Niara) CRM including set up, maintenance and reporting of enquiries.
- Experience in managing a telephony system such as 3CX
- Experience coaching and developing teams to achieve and exceed KPIs
- Previous experience in the disability/community services sector is desirable
- Valid NDIS Worker Screening Check (or willingness to obtain)
- Valid NSW Working with Children Check or Blue Card (or willingness to obtain)

### DELEGATION LEVEL

- Level 4

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Strong customer service skills with a focused and responsive approach to managing enquiries
- Highly developed communication skills with the ability to liaise with all levels of managers, staff, customers and external service providers

#### Relationship Building

- Strong role model for team members by demonstrating and coaching
- Confidentiality and compliance in all customer interactions (internal and external)
- The ability to nurture enquiries for later conversion into sales leads
- Setting clear service delivery expectations and provide consistent service
- Support customers to provide positive or negative feedback when required
- Initiate, develop and maintain good working relationships with all stakeholders
- Maintain positive and supportive relationships with team members, colleagues and management
- Ensure adequate handover and support is given when rotating between different rostered areas

#### Problem Solving

- Make decisions consistent with skills and experience
- Flexible in modifying decisions
- Use initiative to identify problems and develop solutions

#### Leadership

- Provide leadership and support to Customer Service Enquiries team to optimise service outcomes

#### Time Impact

- Complete all allocated tasks within the targeted timeframe
- Prioritise duties/responsibilities in a manner consistent with service and organisational objectives

### DUTIES

The typical duties of this position include:

1. Ensure compliance with procedures and deadlines associated with rostering and managing customer enquiries
2. Ensuring accurate records are kept, collect data and prepare reports on the operation of the program as required.
3. Providing day-to-day assistance to the Marketing and Engagement Manager in support of the team including facilitating team meetings and planning days
4. Assisting Marketing and Engagement Manager in the development, maintenance and review of procedures and documentation for effective customer service

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5. Participation in the recruitment, training and induction of new team members
  6. Assisting with training existing team members on new process and procedures
  7. Take on higher duty responsibilities in the absence of Manager to ensure continuity of support for team members and the business

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### **NORTHCOTT POLICY AND PROCEDURES**

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

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Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**