

<b>Position Title:</b>	Customer Service Consultant
<b>Division:</b>	Early Childhood Services
<b>Reporting To:</b>	EC Team Leader – Customer Service
<b>Direct Reports:</b>	Nil

### 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 approximately 2,600 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.

#### 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.

#### Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

### 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 NDIS Partners in the Community Program (PITC) supports the National Disability Insurance Scheme (NDIS) to be implemented at a local level.

As a NDIA partner, Northcott will deliver the NDIS Early Childhood Approach (ECA) service to local communities in Northern NSW, Mid North Coast, Hunter New England, Northern Sydney and Western Sydney. The Early Childhood approach supports the activities that will improve independence and social participation of children aged 0-8 years with developmental delay and/or disability.

The EC Admin team is the first point of call for the family's journey in the Early Childhood Approach, providing top notch customer service and support to our customers, families, and staff daily. The EC Admin is a team driven by their shared passion for high levels of customer satisfaction. With a strong team culture and common value base, the admin team understands the importance of working together to achieve their KPIs, and proactively solve problems to best meet the needs of our customers and staff.

### KEY OBJECTIVE OF THE POSITION:

The key objectives of a **Customer Service Consultant (CSC)** as part of the **EC Admin Team** are to:

- Deliver exceptional levels of customer service.
- Effectively and efficiently manage enquiries from customers and external stakeholders. Enquiries can be received over the phone, via email, or through web chat.
- Complete intake and sign up for new customers, working closely with Early Childhood Team to ensure families are provided with the correct information, and ensure a smooth handover into service delivery.

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Enthusiastic team player with a 'can-do' attitude.
- Proficient and effective written and verbal English communication skills.
- Excellent interpersonal and problem-solving skills.
- Well-developed time management skills.
- Excellent phone manner
- Strong computer literacy skills.
- Sound organisational skills and the ability to manage conflicting priorities.
- Dedication to customer satisfaction and the Northcott values.
- A great team player collaborating with all stakeholders within Northcott.
- Knowledge and understanding of the National Disability Services Standards and National Disability Insurance Scheme (NDIS).

- Understanding of Work Health and Safety NSW and management requirements.

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- A background in customer service/call centre and/or the human services industry.
- Experienced using booking or intake system and experience using a call centre system.
- Demonstrated proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook), Adobe programs and the ability to navigate internet technology. • High level computer skills with proficiency to navigate through multiple systems.
- Proven ability to write clear and concise business/customer communications.
- Excellent interpersonal and communication (both written and verbal) skills.
- Positive and helpful attitude – focuses on achieving a positive outcome for the customers.
- Valid NDIS Worker Screening Check (or willingness to obtain).
- Valid NSW Working with Children Check or Blue Card (or willingness to obtain).
- Valid Driver's License

Desirable experience:

- Studies or qualifications in disability, social sciences or any relevant field are preferred.
- Lived experience with and/or an understanding of the National Disability Insurance Scheme (NDIS) and/or the disability sector.

### DELEGATION LEVEL

- NIL

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Answer all customer enquiries, in a courteous and friendly manner
- Update, create and maintain customer records
- Initial Intake of families seeking to access NDIS support
- Effective communication with Service Managers, Team Leaders and Coordinators across the region to follow up enquiries/complaints

#### Relationship Building

- Initiate, develop and maintain positive relationships with internal and external customers and stakeholders
- Ensure confidentiality and compliance in all customer interactions (internal and external)
- Support customers to provide positive or negative feedback when required

#### Problem Solving

- Ability to identify problems and apply practical solutions
- Ability to identify high risk issues and escalate accordingly within a timely manner
- Use initiative to prioritise work load in order to meet deadlines
- Ensure decisions are made in line with Northcott's policies, procedures and business rules.

### Financial Impact

- High attention to detail when setting up and maintaining customer records

### Time Impact

- Complete all allocated tasks within the targeted timeframe
- Prioritise duties/responsibilities in a manner consistent with service and organisational objectives
- Makes sound decisions about immediate service delivery issues within service specifications, relevant policies, and guidelines.

### Team Work

- Provide advice and support to fellow team members when requested
- Respect other opinions and be willing to learn from others
- Ability to work autonomously and show initiative to assist others when required
- Work collaboratively as part of team
- Listen and accept guidance and feedback from the team's seniors and leaders.

## DUTIES

The typical duties of this position include:

1. Timely management of inbound calls, emails, and web chat enquiries, in line with Northcott business processes.
2. Effectively manage and record feedback, complaints, and suggestions from stakeholders in a timely and professional manner that meets the requirements of the PITC Grant Agreement and Statement of Requirements.
3. Provide customer focused reception and administrative support to assist the team.
4. Administer the EC enquiry process across regions as required using the NDIS IT System.
5. Collaboration with local service delivery teams regarding localised enquiries, and general information sharing.
6. Collaboration with Quality Assurance Team to ensure effective delivery of Northcott Customer Feedback Survey.
7. Ensure confidentiality for all matters particularly those that come via the reception area, including messages and information relating to personnel.
8. Adhere to the strict response timeframes as required in the PITC ECEI Statement of Requirements, Standard Operating procedures, and Grant Agreement.
9. Be aware of, demonstrate a commitment to and actively work toward the performance measures of the ECEI program outcomes as stated in the PITC ECEI Statement of Requirements.
10. Efficient handover of new customer enquiries to ensure a smooth experience for the customer.
11. Build and maintain professional relationships with internal Northcott teams.
12. Proactively uphold a broad understanding of Northcott locations and service offerings to best respond to customer enquiries.
13. Maintenance of data integrity in Northcott and NDIS systems.
14. Be aware of and sensitive to the needs of children, families, and communities from Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse backgrounds.

## Position Description

15. Work within the framework of the *Best Practice Guidelines in Early Intervention*, the *NSW Disability Inclusion Act*, *National Disability Standards*, the *Commonwealth Privacy Act 1988* and the *NSW Privacy and Personal Information Act 1988*, and other relevant legislation.
16. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics.
17. Comply with, report on, and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures.
18. Perform other administrative and reception tasks as required by Management.

**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.**