

POSITION DESCRIPTION

CUSTOMER EXPERIENCE CONSULTANT

Division:	Workforce Australia
Department:	Employment
Job Profile:	ESD Level 1
Banding or Award:	Labour Market Assistance Industry Award 2020
Classification:	Employment Services Officer Grade 2
Reports To:	Manager – WFA

About Us

Ability Options is a not-for-profit organisation that is characterised by a strong Vision, continuous Mission, and universal Values. We keep the people we support at the centre of our hard work by providing Disability and Employment services across NSW. We offer vulnerable people high-quality services that foster their wellbeing and inclusion in the community. We pride ourselves on delivering a person-centred approach, highlighting people's right to both choice and self-determination. We have a passion to make an impact on people's lives. We champion all people to achieve their aspirations and goals, ensuring they are included in their chosen community and have access to a range of opportunities.

The Ability Options workplace is a safe and diverse environment that encourages strong leadership and innovation. People are our greatest asset, as our services create experiences and opportunities for our customers. Our personalised and responsive support is rewarding not only for people using our services, but also for our employees. We work alongside partners who share and exercise our Values of Trust, Inclusion, Respect, Courage and Leadership. Whether it is providing employment opportunities, giving work experience, or assisting people to live in various scenarios, we provide meaningful experiences, and inclusion for everyone.

Our Values



INCLUSION

We **embrace, encourage** and support **diversity** in everything we do



LEADERSHIP

We are a sector and service leader by **innovating, improving, and partnering** with others



COURAGE

We **act** on our **values** ensuring they are central to everything we do



RESPECT

We treat our participants, their families, communities, partners and each other with **dignity, appreciation, and recognition**



TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**

Primary Purpose

The Customer Experience Consultant leads from the front in providing exceptional customer service and administrative support to both our customers and the team.

The role acts as a concierge, engaging with customers to ensure a positive first impression while educating the community on the benefits of employment services program through direct promotion, business development and event coordination.

Key Accountabilities

- Greet customers as they arrive on-site and provide a warm, professional, and polished first impression (Site Based).
- Listen proactively, build rapport and adopt a communication style that puts the customer at ease.
- Guide customers through their prospective journey with the employment service and proactively attend to any ambiguity or confusion through providing information leaflets, researching complementary services or processing referrals to other services.
- First point of contact for queries via a variety of mediums including online, phone and mail.
- Overcome customer objections
- Proactively seek ways to further enhance the customer experience.
- Providing an exceptional customer experience which results in a high level of customer advocacy and satisfaction.
- Provide full administrative support and be the anchor point on-site to support the Recruitment Partners, Workforce Partners and Performance and Partnership Leader in service delivery activities
- Research other services and follow up with customers, employers and stakeholders where needed.
- Manage appointment scheduling, issue notifications, and conduct reminder calls and SMS.
- Support customer activities including resume updates, vacancy, and referrals administration.
- Maintain data integrity – including updating the Employer and Customer CRM systems.
- Communicate any opportunity discovered for further customer or employer engagement.
- Keep accurate and timely records.
- Ensure service delivery activities comply with all requirements of contractual deed and guidelines and with organisational policies, including actioning basic audit requests.
- Action and update customer compliance, activities, and job plans
- Prioritise day to day activities to ensure results are achieved whilst demonstrating empathy with customers.

Position Dimensions

- Understands and relates to others from different backgrounds including peers and customers in an open and professional manner
- Develops and maintains effective relationships to allow role execution and issue resolution
- Takes responsibility for own workload and sets appropriate plans for execution to ensure work is completed in set timeframes
- Motivated and determined to achieve set outcomes in effective collaboration with others
- Generates commitment and enthusiasm from others to set and achieve challenging goals and objectives
- Ensures clarity and accuracy of information communicated internally and externally
- Manages seamlessly under stress

Key Relationships

Internal

Employer Account Managers
Employment Team Members
Customer Service Centre

External

Participants
Employers
CoAct

ESSENTIAL CRITERIA

- Understanding of and commitment to living the Values of CoAct. You will share our vision and values, including a commitment to achieving quality employment outcomes for the most disadvantaged job seekers.
- Exceptional customer service and stakeholder management skills
- Excellent verbal and written communication skills and ability to adapt style to suit the audience.
- High level of resilience and ability to remain calm and keep a positive attitude when responding to a range of situations.
- Highly organised, able to multitask whilst keeping to quality standards with accurate attention to detail.

DESIRABLE CRITERIA

Experience working within Employment Services, Training, Community Services, Sales, or call centre background is highly desirable but not essential

COMPLIANCE REQUIREMENTS

DOCUMENT	REQUIRED	OTHER RELEVANT INFORMATION
NDIS Worker Check	No	
Police Check	Yes	
Working With Children Check (NSW)	Yes	
First Aid Certificate (min. HLTAID011)	No	
Driver Licence (NSW – minimum P2)	Yes	
Motor Vehicle Registration Documents	Yes	
Comprehensively Insured Vehicle	Yes	
Professional Qualification	No	If yes, please specify:

SIGN OFF

Employee Name:		Signature:	
Manager Name:		Signature:	
Date:			

VERSION CONTROL	
PD DEVELOPED BY:	Kelly Kean, Senior Manager – HR Operations
PD APPROVED BY:	Ian Fuller, Chief Human Resources Officer
REVIEWED BY HR:	Barinder Jandu – Manager – Talent Acquisition
PD EFFECTIVE DATE:	August 2026