

Customer Service Officer - Rostering

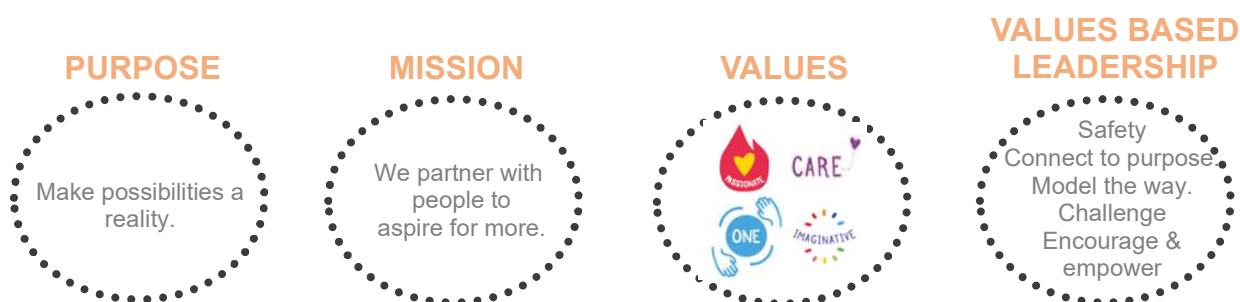
Success Profile

Your division	Service Delivery
Your team	Customer Fulfilment
You report to	Team Leader - Rostering

PURPOSE OF YOUR ROLE

The Customer Service Officer – Rostering is a critical part of the Customer Fulfilment cycle. This role supports the review, coordination, and optimisation of staff rosters within an allocated Service Delivery region. The purpose of the role is to enable staff mobility and scheduling of staff to meet the needs of our customers.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	- All Endeavour Foundation staff have a duty of care and a legal obligation to ensure that they: - Undertake work in a manner that is not harmful to their health and safety and the health and safety of others. - Comply with the Endeavour Foundation OHS Management System requirements. - Monitor workplace conditions and report: - Ideas which may improve health and safety. - Any work related or personal injury or illness (where it may affect their ability to work safely). - Hazards and incidents including any malfunction or inadequacies of equipment. Correct minor hazards as applicable. - Attend and actively participate in OHS and other mandatory training.
CUSTOMER CONNECTION	Provide a customer experience in line with Endeavour Foundation's Values and behaviours, ensuring customer needs are met.

	• Utilise various forms of communication including phone, email, workspace chat & video conferencing and message apps to respond to customer enquiries. • Complete and maintain up to date and accurate records of customer interactions in the relevant system. • Identify and escalate any customer concerns to leader. • Collaborate with the team and leader to ensure customers receive a consistent approach.
OUR PEOPLE	• Demonstrate courage and persistence in the face of resistance and seek to understand challenges and develop effective responses. • Always demonstrate values-based leadership and role model Endeavour Foundation behaviours. • Lead and drive a performance focused culture of success and inspire a sense of purpose throughout the team. • Seek out regular feedback from Service Delivery team and use customer insights to drive decision making and prioritise actions and activities. • Be a change agent, recognise and rewards change, encourages others to recommend continual improvements processes. • Proactively coach and mentor team members and peers. Seek and give constructive and appropriate feedback to colleagues and the team to set them and you, up for success. • Foster a culture of collaboration with your peers and your teams leading to a co-create and co-deliver approach to delivering the best outcomes for our customers.
OPERATIONAL EXCELLENCE	• Carry out day to day scheduling of staff to cover unplanned changes in employee availability including personal leave and emergency replacement. • Conduct regular reviews to ensure that rosters are consistently aligned with the organisation's key service indicators. • Make changes to rosters that align to requests, such as irregular supports. • Ensure the allocation of shifts are allocated with consideration to the compatibility of customers and employees, including skills, cultural, spiritual and lifestyle preferences. • Forward planning including annual leave, personal leave and study leave is scheduled in advance to ensure continuity of service delivery.
FINANCIAL SUSTAINABILITY	• Ensure that the accuracy of rosters is in line with customer billing requirements to ensure effective charging and claiming of funding. • Make clear decisions balancing a commercial environment and customer needs. • Role model and lead best practice financial management that supports customer fulfilment strategy and our customers. • Drive an integrated approach to supporting service delivery, to meet financial targets aligned with the customer and employee experience.



WHAT YOU NEED TO SUCCEED

CAPABILITIES	• Demonstrated written and verbal communication skills to ensure clear and concise information is communicated to stakeholders. • Ability to keep a customer focus, to ensure customer needs are met. • Be accountable above all else. The incumbent must have a sense of ownership to their work and total accountability on duties undertaken. • Ability to proactively strive to achieve measures of success, take initiative and continuously seek to improve individual and business performance. • Demonstrated high level verbal communication skills to develop and maintain strong customer relationships and deal with customer issues sensitively and assertively to establish good customer focused outcomes on a consistent basis. • Proven ability to work in a team environment and build collaborative relationships with customers and colleagues to achieve optimal business outcomes. • Demonstrated strong attention to detail to ensure all work is completed accurately and in a professional manner. • Proven ability to prioritise workload and multi-task to ensure work commitments are fulfilled in a timely manner. • Demonstrated problem solving skills to successfully research and identify problems, develop solutions, and implement these using a logical and systematic approach. • Multi-tasking ability and comfortable working in a busy, fast-paced environment. • Demonstrated ability to be flexible and proactive with a sense of urgency to adapt to a changing environment.
SKILLS & QUALIFICATIONS	• Certificate III/ IV in Business Administration (desirable) or previous Community/ Aged Care/ Disability experience in a customer/client focused role. • High level of computer literacy across the full Microsoft Suite
EXPERIENCE	• Desirable to have experience coordinating rostering/ scheduling services in a large multi-faceted organisation. • Demonstrated experience in community services and/or not for profit environment. • Proven experience in a customer service role, managing competing priorities and completing tasks within crucial timelines. • Evidence of collaborative working style and ability to build good working relationships. • Experience in using Carelink Plus (desirable) • Previous experience in a NDIS environment is an advantage but not essential (desirable)

