

Position Description

Customer Experience Officer



Branch	Mental Health and Wellbeing
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 3
Reports to	Program Manager
Supervisory responsibilities	Nil
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	March 2022
Approved by	Senior Manager People and Culture
Review date	June 2023

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Our Behaviours

We problem-solve with our customers

We celebrate success

We treat everyone with dignity

We own our actions

We turn challenges into opportunities

Position Purpose

The Mental Health and Wellbeing stream provides specialist support services to children, young people and adults in areas such as mental resilience, suicide prevention, postvention and suicide aftercare as well as counselling, sexual and reproductive health and aged care assessments.

The Customer Experience Officer supports high levels of customer service in the team by ensuring every customer's contact experience is professional, friendly and helpful so that people feel valued, and are connected to the support, people and information they need in a timely way.

Key Accountabilities

A high level description of the most critical and important aspects of the position

- Support internal and external customers through the provision of professional, friendly and helpful face to face, online and telephone interactions using relevant customer relationship/information management systems
- Provide professional, friendly and helpful reception services by responding to, and directing, enquiries and providing information on Social Futures services or activities including meeting and greeting customers and visitors to Social Futures
- Maintain reception areas as a 'safe place' including maintaining confidentiality, privacy and dignity for all
- Provide a sound organisational administrative support, guidance and advice to all levels of the organisation in relation to their service support needs at the relevant location including maintenance of relevant databases, undertaking wide range of administrative functions
- Maintain, and support staff with, building, room, vehicle, equipment, systems trouble-shooting and house-keeping items, including relevant booking systems, and report any issues to the Fleet and Facilities Coordinator
- Respond to all in a manner which reflects the principles of the Social Futures' Practice Framework and the organisation's values

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Maintaining a high standard of customer service at all times in a complex and dynamic environment involving competing priorities
- Compassionately and effectively assessing and identifying a customer's needs and determining the best action/s including when the customer is agitated or upset
- Responding appropriately to customer feedback and referring to appropriate manager for follow up
- Collaborating with a wide range of internal and external stakeholders to continually improve customer satisfaction levels

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Provide regular updates on key priorities and projects and receive guidance and direction • Identify emerging issues and risks • Report on performance against agreed measures
Broader Social Futures Team	<ul style="list-style-type: none"> • Facilitate relationships to ensure services meet current and evolving needs and expected service delivery standards
External	
External Customers and Participants	<ul style="list-style-type: none"> • Responding to, and directing, enquiries and providing information on Social Futures services or activities
Community/External Stakeholders	<ul style="list-style-type: none"> • Facilitate relationships to ensure services meet expected service delivery

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Deliver Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Value Diversity	Intermediate	<ul style="list-style-type: none"> Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints Seek input from others who may have different perspectives and needs Adapt well in diverse environments
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Deliver Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> Find and check information needed to complete own work tasks Identify and inform supervisor of issues that may impact on completion of tasks Escalate more complex issues and problems when these are identified Share ideas about ways to improve work tasks and solve problems Suggest improvements to work tasks for the team
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> Display familiarity and confidence in the use of core office software applications or other technology used in role Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation Understand information, communication and document control policies and systems, and security protocols Comply with policies on acceptable use of technology

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Previous experience in a customer service role in a service organisation, with experience working with a diverse community including people who may present in distress
- Well-developed interpersonal skills, including the ability to communicate effectively with a wide range of people and provide relevant and accurate information to stakeholders
- Demonstrated ability to identify and prioritise issues, problem solve, generate solutions and work collaboratively to achieve a successful outcome
- Ability to use technology to effectively undertake a wide range of administrative functions

All positions will require current National Police and Working with Children Checks and COVID19 Vaccination as a condition of employment.

Social Futures is proud to be a White Ribbon accredited workplace and is committed to ensuring we have a safe and respectful workplace for all. We acknowledge that all people can be victims of violence and that all violence is unacceptable.



Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Occasional
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Occasional
	Work in an open plan office	Frequently
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members'	Frequently
	Liaise with government, non-government, businesses, and other community organisations	Daily
	Liaise with clients/customers	Frequently
Administrative Tasks	Undertake administrative tasks, which include computer work, data entry, participating in meetings and sitting and concentrating for long periods of time	Daily
	Use technology including photocopier, mobiles, projectors, video conferencing, electronic whiteboards	Frequently
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Occasional
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level B - Planning affects the personal daily work routine as activities are self-regulating or are monitored by others
2	Freedom of the position to act (autonomy)	Level B – Work is undertaken consistent with procedures or under general supervision
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level B – Problems are dealt with by reviewing a small number of options or by applying practices, procedures or precedent
4	The level of verbal communication skills required of the position	Level B - Respond to non-routine enquires and requests
5	The level of written communication skills required of the position	Level B – Write standard correspondence following prescribed formats
6	Risk Consequence	Level C – Moderate
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level A – Expected to cooperate with co-workers in creating smooth workflow, including assisting with each other's work when necessary
9	Number of employees for whom the position is accountable	Level A – The position is not accountable for employees
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1