

Position Title:	Customer Service Consultant- Enquiries team
Division:	Enquiries and Sales
Reporting To:	Enquiries team leader
Direct Reports:	NIL

ABOUT NORTHCOTT:

Who is Northcott?

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

As one of Australia's largest not-for-profit disability service organizations, we provide services from metropolitan and regional locations throughout NSW 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 3,000 staff and provide empowering, personalized services to over 13,500 people with disability, their families, and carers each year.

What do we do?

Northcott provides personalized and dynamic support, delivered by a committed team who will optimize and maximize support and services for every customer.

Our experience and expertise give 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 personalize 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 customers' 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 organization 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.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The Enquiries team is the face of Northcott, providing top notch customer service and support to our customers, families, and staff daily. Enquiries team can be considered the nucleus of Northcott, managing enquiries, new customer set ups to ensure our customers get the services they need, when they need them.

The Enquiries team is a team driven by their shared passion for high levels of customer satisfaction. With a strong team culture and common value base, Enquiries team understands the importance of working together to achieve their KPIs, and proactively solves 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 **Enquiries 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 Northcott Account Managers to set appointments, 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 phone manner
- Strong computer literacy skills.
- Sound organizational 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.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- A background in customer service/call center and/or the human services industry.
- Experienced using booking or intake system.
- Excellent interpersonal and communication (both written and verbal) skills.
- Positive and helpful attitude – focuses on achieving a positive outcome for the customers.
- High level computer skills with proficiency to navigate through multiple systems.

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. You will be required to register with the National Disability Insurance Agency (NDIA) Portal to manage some daily tasks.
- A mandatory requirement to pass the national NDIS screening system as part of the probity checks
- Experience with CRM systems such as Sales Force

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 assessment of customer's NDIS plan from a customer's funding and Northcott product service perspective
- Effectively communicate with all relevant stakeholders to ensure rostering and booking needs are met within established timeframes.

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 prioritize workload in order to meet deadlines.
- Ensure decisions are made in line with Northcott's policies, procedures, and business rules.

Financial Impact

- Show attention to detail ensuring that all quoting and invoicing is completed accurately and within appropriate timeframes
- High attention to detail when setting up and maintaining customer records.
- Follow protocol and escalate accordingly when customer accounts are in arrears, or when maximum no show or cancellations have been met.
- Ensure customers are serviced in line with their Service Agreement, minimizing service Cancellations while rescheduling or providing service alternatives.

Time Impact

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

Teamwork

- 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

Position Description

Typical duties of a **Customer Service Consultant** as part of the **Enquiries Team** include but not limited to:

1. Timely management of inbound calls, emails, and web chat enquiries, in line with Northcott business processes. This may involve the nurturing of enquiries into warm leads for the business, which may involve outbound calls (no cold calling).
2. Courteous and efficient management of complaints, feedback, and compliments, in line with Northcott business processes.
3. Intake of new customers, in line with Northcott business processes.
4. Collaboration with local service delivery teams regarding localized enquiries, support with events, and general information sharing.
5. Efficient handover of new customer intake to Northcott Account Managers to ensure a smooth experience for the customer.
6. Build and maintain professional relationships with internal Northcott teams.
7. Proactively uphold a broad understanding of Northcott locations and service offerings to best respond to customer enquiries.
8. Maintenance of data integrity in Northcott systems.
9. Support and coverage of Head Office Reception as required.
10. 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.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.