

# Customer Care Representative Position Description



<b>Position title</b>	Customer Care Representative
<b>Department</b>	Client Services
<b>Reporting Manager</b>	Customer Care Team Leader
<b>Direct Reports</b>	Nil
<b>Date prepared</b>	02/08/2023

## Position Summary

The Customer Care Representative plays a crucial role in ensuring that customers have a positive experience with Learning Links. They are responsible for providing professional and confidential administrative services to support the smooth functioning of the organisation's locations.

The Customer Care Representative is responsible for delivering exceptional customer service to all stakeholders. They communicate effectively, show empathy, patience, and confidence when dealing with customers. They take ownership of meeting customers' needs and requests, ensuring their satisfaction with the organisation's services.

The role requires the Customer Care Representative to maintain a comprehensive understanding of Learning Links' products, services, and procedures. This knowledge enables them to provide effective and timely support to internal and external customers, whether face to face, via email, or over the phone. The role provides administrative support to ensure effective service delivery and assists with tasks such as scheduling appointments, managing documentation, and coordinating with other staff members and external providers.

The Customer Care Representative is responsible for maintaining the physical environment at the centre in a manner that promotes the Learning Links brand and reflects high-quality services. This includes keeping reception areas and rooms clean, safe, and tidy, as well as ensuring the attractive display of Learning Links promotional material.

## Responsibilities and Duties

### *Customer reception support*

- Inform customers about cancellation fees associated with session cancellations.
- Ensure that the appropriate statuses are assigned to bookings and that the relevant cancellation fees are applied as per the organisation's policies.
- Enter GP referral and other external provider details correctly and accurately in Salesforce.
- Monitor customer payments and ensure they are collected in a timely manner and refer customers who are behind in payments to Program Manager.

### **Support Office**

Suite 3, Level 1, 140 Bourke Rd  
Alexandria NSW 2015  
Ph: 1300 003 900

**learninglinks.org.au**

**ABN 71 097 577 636**

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- Maintain accurate records of payment transactions and follow up on any outstanding payments.

## *Site Maintenance*

- Maintain a safe, secure, clean, and tidy site that reflects the Learning Links brand positively. Ensure that the physical environment at the centre is well-maintained and presents a professional image to customers.
- Ensure that all necessary stationery supplies are available for staff members. Monitor and maintain stock levels to ensure an adequate supply of stationery items.
- Identify broken or excess resources at the site and communicate with the Manager to resolve the issues. This includes addressing any equipment or material that requires repair, replacement, or removal to maintain a clean and organised site.
- Stay vigilant and identify any safety issues within the site. Promptly inform the Manager about any safety concerns to ensure they are addressed promptly and effectively.

## *Staff support*

- Support and communicate with professionals for the following,
  - Contacting customers who have not arrived for their appointments and re-scheduling as required.
  - Promptly advise any session cancellations or changes and advise of any updates that may affect their schedule or service delivery.
  - Any relevant documents or emails received pertaining to their customers.
- Provide administrative support to all staff members as required.
- Assist with Psychology resource stocktakes when needed.

## *Team participation*

- Be an effective member of the Customer Care team and collaborator to other areas of the business.
- Participate and contribute to with energy, ideas, focus and respect.
- Adopt a learning and growth mind-set with an eagerness to learn new things and grow.
- Encourage open and transparent communication and invites feedback and input from others.
- Actively participate in team meetings and attend Learning Links professional development days.

## *Special Portfolios Roles/Projects*

- Participation in portfolio opportunities or project roles within the Customer Support Area which will offer opportunities for professional growth and contribute to the organisation's overall success.

## *Other duties*

- Maintain the highest standard of confidentiality, privacy, and security in managing customer records, IT systems and operational requirements as a healthcare provider including NDIS and Medicare compliance.
- Support a zero incident and injury culture and report and act on any issues in line with policies and legal requirements.

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## Key Performance Indicators

- Zero complaints received from internal and external customers.
- Emails and phone calls are followed up within 1 business day.
- 100% of Enrolment forms are returned from Customers.
- Available to take calls for 95% of the day.
- 90% of calls answered.
- Payments collected on the day or within 48hrs of the booking, if not on Direct Debit.
- Appropriate cancellation fee is applied and payment collected before their next appointment, if applicable.
- Waiting areas and rooms are clean and tidy at all times.
- All equipment is in working order and site maintenance and repairs are promptly actioned.
- Collaboration with all stakeholders is completed transparently and with ongoing communication.

## Relationships

- Customer Support Team
- Program Managers
- Education and Therapy Team Leader
- Psychologists/ Provisional Psychologists, Speech Therapists, Teachers
- Customers
- Other departments internally – Customer Care, Marketing, Fundraising, Finance, People and Culture, IT and Quality Risk and Compliance, Psychology Administration team, Workshops Co-ordinator & Preschool (for Peakhurst Customer Care only)

## Qualifications, Skills and Experience

- Relevant administration qualification/s and/or at least 2 years' experience in a similar role.
- Intermediate MS Office application skills (including Word, Excel and Outlook).
- Excellent attention to detail, organisational, time management and prioritising skills.
- Excellent customer service skills, with the ability to communicate effectively and professionally with diverse stakeholders and communities, verbally and electronically.
- Ability to multi-task to complete a range of administrative tasks.
- Capacity to implement administration procedures and instructions, document control and records management systems and processes.
- Ability to work both independently and within a team environment.
- Ability to take initiative and problem solve.

## Physical Requirements

- Physical ability and range of motion including ability to be sitting, standing, walking, squatting, kneeling, bending, twisting, gripping, and climbing stairs.

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## Learning Links Vision, Mission and Values

### Our vision

To create a community where difficulties learning are no longer a barrier to a fulfilling life.

### Our mission

To provide children and young people who have difficulties learning with the skills, services and family support that will enable them to realise their potential.

### Our values

- Empowerment: we are resourceful, accountable, and proactive, using our initiative to achieve positive change and outcomes.
- Collaboration: we value teamwork and the strength that comes from diversity and from joining forces to make a difference.
- Excellence: we are professional, competent, and driven, striving always to be the best we can be, in everything we do.
- Integrity: we are always reliable and dependable, guided by our moral compass.

### Document Control

Completed by: Customer Care Team Leader

Date: 2/08/2023

Reviewed by: General Manager, Client Services and Operations

Date: 2/08/2023

Version: 1.0

### Employee sign off and acceptance

Note: completed digitally in e-Recruitment system

I have read, understand, and accept the expectations of this position description.

*The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position. Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.*

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