

Customer Support Consultant Position Description



Position title	Customer Support Consultant
Department	Client Services, Customer Care
Reporting Manager	Customer Support Team Leader
Direct Reports	Nil
Date prepared	01/08/2023

Position Summary

The Customer Support Consultant delivers a professional and seamless experience to Learning Links customers. They provide excellent customer service by developing positive relationships through effective and timely communication. The role is responsible for efficiently assisting customers in accessing various Learning Links products and services.

The Customer Support Consultant is responsible for delivering exceptional customer service to all stakeholders. They should 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 Customer Support Consultant is responsible for customer enquiry management including promptly addressing customer enquiries, assessing their requirements, and efficiently managing the booking process. They actively listen to customers, gather essential details, and provide accurate information. Additionally, they coordinate with Program Managers, professionals, or service providers to secure suitable time slots and arrange necessary logistics for bookings and services.

The role requires the Customer Support Consultant 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.

Responsibilities and Duties

Customer Support

- Ensure all interactions with customers are professional and adhere to the highest standards of customer service.
- Respond to new and existing customer enquiries and provide accurate advice and information regarding Learning Links products and services including NDIS services, product pricing and related policies.
- Accurately record client data, schedule client bookings/changes, process EFTPOS payments and maintain standard workflow requirements in the CRM (Salesforce).

Support Office

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learninglinks.org.au

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- Ensure all customer bookings are accurate, resource allocations are correct and communication with customers via phone and email is within required timeframes.
- Actively support reduction of booking vacancies by utilising wait list data, professional vacancy data and other information as required.
- Effectively manage customer concerns or complaints and escalate as required.
- Identify any shortfalls in resources and immediately notify the appropriate supervisor.
- The Customer Support Consultant at Learning Links embraces and actively contributes to continuous improvement.
- Seek ways to enhance the customer experience and suggest and implement changes to processes, procedures, and team functioning that improve efficiency and effectiveness.

Internal Staff Support/Collaboration

- Ensure all interactions with professionals/Program Managers and Customer Care staff are professional and adhere to the highest standards of customer service.
- Effectively liaise with professional staff to manage customer booking changes, concerns or enquiries.
- Accurately maintain professional vacancy data to support a streamlined booking process and escalate concerns as required.
- Effectively manage professional's concerns or complaints and escalate as required.
- Liaise with Customer Care Staff regarding client enquiries as required.
- Liaise with program managers to ensure customers questions and concerns are appropriately managed.

Team participation

- Be an effective member of the Intake team and collaborator to other areas of the business.
- Participate and contribute to the team and goals 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 invite feedback and input from others.
- Actively participate in team meetings for the purpose of information sharing and to ensure Intake targets are being met.
- Attendance at 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.

NDIS Support

- Process NDIS related bookings and enquiries including Service Agreements and Schedule of Supports
- Maintenance of NDIS-related client data in relevant portals (for e.g. PRODA)
- Liaise with the relevant internal and external stakeholders, and the NDIA to resolve NDIS related issues
- Attend NDIS meetings as required.
- Assist with customer service related NDIS auditing requirements

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands, waterways and skies across Australia. We thank Aboriginal and Torres Strait Islander peoples for sharing and caring for the land on which we live, work, learn and play. We pay our respects to Elders past, present and future

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Other Duties

- Manage and maintain the highest standard of confidentiality, privacy and security in managing client 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.

Key Performance Indicators

- Emails and web enquiries are responded to within 2 business day.
- Client bookings are completed with a high degree of accuracy with no more than 5 errors in a calendar month.
- Average call handling time does not exceed 8 minutes.
- Achieve an abandoned call rate of no more than 10%
- Achieve a phone occupancy average of 80%
- Ensure NDIS client documentation is followed up with clients at the required intervals.
- Post NDIS service agreements within 5 business days
- Collaboration with all stakeholders is completed transparently with ongoing communication.
- Other KPI's identified and related to customer enquiry management.
- Effectively manage customer concerns or complaints and escalate as required.

Relationships

- Customer Care Team
- Customer Support Team Leader
- Managers – Psychology, Speech and Education Support
- Psychologists/ Provisional Psychologists, Speech Therapists, Speech Therapy Aids and Teachers
- Clients
- Other departments internally – Psychology Admin, Marketing, Fundraising, Finance, People and Culture, IT and Quality Risk and Compliance

Qualifications, Skills and Experience

- 3 years' experience in customer service and administrative roles.
- Exceptional customer service & people skills with a strong ability to effectively manage client conversations to achieve outcomes.
- Demonstrated high level of proficiency and initiative in scheduling people and resources.
- Demonstrated high level ability to accurately and efficiently plan, execute and record complex administrative tasks.
- Demonstrated time management and organisational skills with ability to manage and prioritise own workload with competing priorities in a busy work environment.

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- Effectively and harmoniously work in a team environment.
- Excellent verbal and interpersonal communication skills.
- Demonstrate an effective understanding and use of multiple IT platforms such as word, excel, outlook, (CRM or salesforce desirable).

Physical Requirements

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

Learning Links Vision, Mission and Values

Our vision

All children who face difficulties with learning are understood and supported to reach their potential.

Our mission

To work in partnership with families, schools, early childhood settings and communities to provide expertise and evidence-based supports for children's

Our Purpose

To help children who face difficulties with learning gain the skills and confidence to learn alongside their peers.

Values

Embracing Inclusivity | Stronger Together | Leaders in Learning | Caring and Compassionate

Document Control

Completed by: Customer Support Team Leader

Date: 01/08/2023

Reviewed by: Chief Operations Officer

Date: 01/08/2023

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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