



(Pi) Customer Service Officer - Melton

Position Description



Dept/Service: (Pi) Customer Services Version:4.004007 Issued:24/10/2022 Stage: Issued

Location:

The position is located at Pinarc Melton, providing administrative support for all Pinarc sites:

Pinarc Bonshaw

Pinarc Golden Point

Pinarc Lucas

Pinarc Melton

Pinarc Pennyweight

Any other sites that Pinarc operates from, either temporarily or permanently

Classification:

Social, Community, Home Care and Disability Services Industry Award 2010

Primary Objective:

Pinarc Disability Support provides a broad range of services across the lifespan to individuals and families. We strive to make a positive difference in people's lives by providing them with opportunities to maximise their potential. Underpinning all customer services is an approach to service delivery that is committed to ensuring that customers, their families and carers are at the very centre of decision making in matters related to their support needs and life choices. Our commitment includes supporting and empowering Aboriginal and Torres Strait Island peoples, those from culturally and linguistically diverse backgrounds, those identifying as gay, lesbian, bisexual, transgender, intersex, and queer (GLBTIQ). We actively promote the safety of children.

The specific objectives for the role include;

- This role is responsible for supporting excellence in customer experience, through providing high quality customer and administrative services.

Duties and Responsibilities:

Service Delivery

- Welcome and respond to internal and external enquiries and referrals
- Process documentation such as, but not limited to, letters, reports, promotional material, records of meeting and forms
- Establish and maintain reference material for the administrative role including the operational manual, workflows and work instructions
- Raise requisitions for supplies and services for approval and signature
- Ensure consumables and other supplies for services and programs are maintained at appropriate levels, including restocking of supplies
- Refer concerns from customers/customers to appropriate personnel in a timely manner
- Ensure database integrity with accurate and timely maintenance of databases as they relate to the respective areas of programs and business
- Undertake IT support functions
- Liaise with business service providers for repairs and maintenance of equipment and facilities as authorised
- Ensure payments from customers are receipted, secured and forwarded to Finance
- Provide support to the Facilities and Fleet team in the areas of vehicles, maintenance scheduling and other delegated tasks
- Provide administrative support as negotiated with management
- Advise customers of cancelled appointments
- Be the site Fire Warden
- Participate in and promote infection control measures

Staff Supervision

- Participate in the organisation's supervision program

Relationships

- Provide a welcoming, helpful and professional response to customers, families, visitors, staff and other internal and external customers and agencies
- Support staff with general administrative tasks and processes to ensure continuity of services
- Provide administrative support to staff delivering projects, training, functions etc

Organisational

- Participate in the quality framework and associated activities to continuously improve services, including:
- quality checking activities
- database integrity activities

- Be aware of and comply with Occupational Health and Safety systems and processes. Use safe manual handling principles in work undertaken for the role
- Be aware of and comply with Pinarc's policies and procedures available on dKnet
- Recognise and support cultural and spiritual diversity of service users
- Work collaboratively, recognising contributions from all members of the team
- Actively participate in collaborating with the broader organisation
- Follow privacy and confidentiality protocols
- Participate in staff meetings relevant to role

Qualifications:

Certificate IV in Business/Office Administration or equivalent is highly desirable

Experience:

- Experience in a Customer Service role with competing time frames
- Experience in administrative roles using a variety of telephony and IT systems

Other Requirements:

- NDIS Worker Screening Check (includes Police Check)
- Current Victorian Employee -Working with Children Check
- Pre-Employment Health Declaration
- COVID-19 Vaccination or Medical Exemption
- Satisfactory completion of the NDIS Worker Orientation Module

Key Selection Criteria:

- Excellent communication and interpersonal skills
- Demonstrated experience working in customer facing roles
- Advanced skills in the practical applications of software programs, in particular Microsoft Office suite, Teams, Sharepoint (including ability to assist staff to resolve low-level computer issues)
- Ability and confidence to work independently
- Demonstrated ability to prioritise tasks in an environment of competing demand
- Demonstrated strategies to manage situations of conflict
- Demonstrated understanding of people, families and carers who are living with disabilities; and those of their families and carers is preferred
- Understand the health and safety requirements of the role

Reports To:

Quality Manager

Accountability:

Accountable to the CEO, through the Quality Manager

Extent of Authority:

According to the Delegations of Authority Policy

Pinarc Disability Support Inc (Victoria) ABN 42 761 925 547

The liability of Pinarc Disability Support Inc ARBN 630 354 826 members is limited

Summary of Specific Responsibilities

Be aware of and comply with the organisations policies, procedures and other associated documentation relevant to the role.

Employee/Volunteer Statement:

I have read, understand and accept the above Position Description for (Pi) Customer Service Officer - Melton.

Signed: Date: ... / ... /

Name:

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