



(Pi) Customer Service Officer - Administration

Position Description

Dept/Service: (Pi)
Corporate

Version: 14.004047
Issued: 3/05/2024

Stage: Issued



Location:

Ballarat

Classification:

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

Organisational Focus:

Pinarc Disability Support provides a broad range of services across the lifespan to individuals and families. We strive to make a positive difference in peoples 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 people of all abilities, Aboriginal and Torres Strait Island peoples, those from culturally and linguistically diverse backgrounds, those identifying as lesbian, gay, bisexual, transgender, intersex, queer, asexual/agender or other diverse sexual orientations and genders (LGBTIQ+). We actively promote the safety of children.

Primary Objective:

This role is responsible for excellent customer centred practice and effective administrative services that enhance the performance and image of Pinarc.

Duties and Responsibilities:

Service Delivery

- Respond in a timely manner to internal and external enquiries and referrals via phone, email, website enquiries and in person
- Process documentation such as, but not limited to, letters, reports, promotional material, publications, records of meetings 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
- Order and manage stationery, consumables and other supplies for services and programs are maintained at appropriate levels, including restocking supplies as authorised per Delegation of Authority
- Refer concerns from 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 and log IT support requests as needed
- Liaise with business service providers for repairs and maintenance of equipment and facilities as authorised
- Ensure any payments from customers is receipted, secured and forwarded to Finance
- Archive and audit storage of administration records in line with established protocols. Support programs through retrieval of archived records
- Provide support to the Facilities and Fleet Coordinator in the areas of vehicles, maintenance scheduling and other delegated tasks
- Provide administrative support as negotiated with management
- Advising customers of cancelled appointments and rescheduling if required

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

- Actively participate in the Customer Service Team to effectively communicate and contribute ideas and solutions
- 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
- 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
- Maintain confidentiality and privacy of information received and given
- 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 IT systems

Other Requirements:

- NDIS Worker Screening Check (includes Police Check)
- 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:

- Demonstrated understanding of individuals, families and carers who are living with disabilities; and those of their families and carers is preferred
- Demonstrated experience working in a role with a strong customer focus
- Demonstrated ability to maintain a calm and welcoming interface when engaging with a broad range of external and internal customers
- Excellent communication and interpersonal skills
- Advanced skills in the practical applications of software programs, in particular Microsoft Office suite, Outlook, Teams, Sharepoint (including ability to assist staff to resolve low-level computer issues)
- Enthusiasm and the ability to be innovative and creative
- Demonstrated ability to prioritise tasks in an environment of competing demands, to be able to problem solve and work independently
- Demonstrated strategies to manage situations of conflict
- Understand the health and safety requirements of the role

Reports To:

Recruitment & Customer Service Partner

Accountability:

Accountable to the People & Culture Manager, through the Recruitment & Customer Service Partner

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