

# IMPACT Community Services

## Position Description



**JOB CODE:** 02.008.01  
**JOB TITLE:** Customer Service Officer – Administration  
**PROGRAM/SECTION:** Compliance, Risk & Administration  
**REPORTS TO:** Manager Compliance, Risk & Administration  
**AWARD:** Labour Market Assistance Industry Award 2020  
**CLASSIFICATION:** Administration Officer  
**PROBATIONARY PERIOD:** 6 months (monthly reviews undertaken during this period)

<b>Approval Date:</b>	03.02.2021	<b>Version:</b>	20220509
<b>File path:</b>	<a href="W:\Corporate Services\Human Resources\Human Resources Current\Workforce Planning\Position Descriptions\02 Corporate Services\02.008 Compliance, Risk &amp; Administration">W:\Corporate Services\Human Resources\Human Resources Current\Workforce Planning\Position Descriptions\02 Corporate Services\02.008 Compliance, Risk &amp; Administration</a>		

### Impact Commitment Statement

Our staff will actively contribute to the organisation's vision, mission, values, policies and procedures.

In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

#### What is our vision?

To work with individuals to enable them to realise and reach their full potential

#### What is our mission?

Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation

#### What are our values?

What do we expect from our staff and what do our clients expect from us?

**Build trust in relationships** – Cultivate habits that build positive interactions and experiences with others

**Empower others** – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity

**Be compassionate** – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live

**Celebrate uniqueness** – Create a place that is built on dignity and respect and where everyone is welcome

**Work together** – Leverage collective genius to find new ways to think big, experiment and solve shared problems

**Create positive impact** – Use our commitment and drive to energise, engage and inspire others to achieve our shared vision

**Strive for excellence** – Pursue continuous growth, high performance and improvement

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### OVERVIEW:

The **Customer Service Officer - Administration** is responsible for:

- Providing an exceptional customer experience for everyone who contacts the customer service team based at our Bundaberg offices. As the first point of contact, they are ambassadors of our vision, mission and values.
- Implementing reception operations and procedures in an environment where confidentiality, responsiveness, efficiency and service are essential.

The role of **Customer Service Officer – Administration** has a primary focus of:

- Customer service
- Reception administration
- Board Secretariat duties
- Management Meeting preparation and minute taking
- Quality Management System document control

All Customer Service Officers are required to communicate and assist in all areas of the customer service front reception functions. IMPACT is a Child Safe Organisation and is committed to the safety and wellbeing of children and young people. All employees of IMPACT must follow the National Principles for Child Safe Organisation and all of IMPACT's internal policies and procedure in relation to safeguarding a child or young person.

### MAIN DUTIES/RESPONSIBILITIES:

#### Customer Service

- Provide professional, friendly, effective and efficient customer service to visitors and clients who phone, email or walk through the reception area, to create a positive first impression of IMPACT Community Services
- Build relationships with internal customers to maintain a thorough knowledge of the organisational structure and programs/services to ensure enquiries are promptly directed to the most appropriate area / member of staff
- Maintain positive relationships with prospective clients, customers and visitors and provide feedback to programs on customer needs
- Ensure security of confidential information for external and internal customers

#### Reception Administration

- Daily preparation of incoming and outgoing mail including recording on the mail database and distribution to management and staff
- Receival of deliveries from vendors
- Collection point for customer pickup ie Certificates
- Printing and binding of documentation as requested
- Distribution of petty cash to staff and recording/reconciliation
- Collection of monies for canteen, program & community housing eftpos/cash payments
- Banking duties as required

### Organisation Administration

- Prepare and review Standard Commercial Agreements such as Service Agreements, Room Hire etc
- Maintain and record organisational memberships
- Maintain and review organisational documents such as Business Continuity Plan (BCP), Information Technology Disaster Recovery Plan (IT DRP), Pandemic Epidemic Management Plan (PEMP).

### Board Secretariat

- Preparation and circulation of Board and Committee Agendas and discussion papers
- Minute taking of Board and Committee meetings and dissemination to Board within specified timeframes
- Annual scheduling of Board and Committee meetings
- Maintenance of all Board documentation including Governance Manual, Procedures and Work Instructions
- Induction document preparation for new Board members

### Meetings

- Preparation of monthly Agenda for leadership meetings
- Minute taking of leadership meetings and dissemination of same
- Annual scheduling on management meetings

### Organisation Resource Management

Liaise with and support the Customer Service Officer – Resources to provide service to customers where required. This may include but is not limited to:

- vehicle bookings and changes for staff
- booking of internal rooms
- archiving of records

### Team Collaboration

- Contribute to maintaining a positive, supportive and collaborative team environment
- Contribute to continual business process improvement reviews
- Participate in the audits of reception and governance policies, procedures and work instructions
- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position This includes assisting with activities which are beneficial to the wider organisation. Where Higher Duties apply, the relevant Award will be followed.
- Take reasonable care for personal health and safety in the workplace and that of others

## CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

### *Essential*

- Demonstrated experience and ability to:
  - Maintain positive public relations with visitors, clients, staff and key stakeholders
  - Exercise tact, courtesy and judgement whilst maintaining confidentiality
  - Maintain a high level of accuracy in preparing and entering information
  - Provide a customer service in a complex, multi-cultural community
  - Review and improve administrative systems to ensure efficient and effective work processes
  - Use binders, photocopiers, and other standard office equipment

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- Substantial experience in reception and/or administrative assistant roles
- High level communication skills with the ability to relate to staff across the organisation
- Proficient in the use of Microsoft Office applications
- Excellent organisational and time management skills, with a well-ordered approach to work
- Attention to detail
- Willingness to rapidly acquire an understanding of IMPACT's diverse programs/services

## *Desirable*

- Relevant qualifications in business/administration
- Previous experience with meeting preparation and minute taking

## **LICENSING AND ADMINISTRATIVE REQUIREMENTS**

***Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.***

- Queensland Driver's Licence / C Class
- This is a NDIS Risk Assessed Role and therefore this position must obtain and hold a, Prescribed Notice (Yellow Card) or NDIS Card and Working with Children (Blue Card). There may be a requirement to also obtain a National Police Check (AFP).
- Up to date Covid-19 vaccinations

## Acknowledgement

I have received, reviewed and fully understand the position description for Customer Service Officer – Administration. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

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PRINTED NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE