

Human Resources

Position Description



Position Title: "Customer Service Officer - Employment"

Accountable To: Business Manager

Position Overview

The "Customer Service Officer - Employment" is responsible for the provision of administrative and customer service functions at the Site and to assist Employment Consultants and other staff in their day to day activities.

Personal Attributes:

An exceptionally organised individual with a high commitment to customer services, outstanding attention to detail and a can do attitude. A team player that demonstrates high levels of initiative and responsiveness to team and customers needs, will ensure success in this role.

Responsibilities

The "Customer Service Officer - Employment" is responsible for:

Primary Duties:

- Ensure all KPI's are met Ensure all KPI's are met with respective Job Network programs and others (where applicable) under the PAGES profile, including but not restricted to; Disability Employment Network, Job Placement Employment and Training, Personal Support Program and Community Work Coordinator
- Conducting administrative activities consistent with relevant contractual and legislative requirements and MAXNetwork philosophy and quality standards
- Job Seeker expenditure accounts reconciled on a weekly basis as per guidelines
- Maintaining record systems, including tracking database
- Providing a high quality service to all clients irrespective of their age, gender, race, culture, religion, disability or circumstance
- Promoting MAXNetWork services and maintaining a positive high profile and professional company image
- Providing administrative support to office staff
- Provision of administrative support to other MAXNetwork Division streams
- Supporting Administrative Trainees in relation to service delivery
- Participating in professional development and training as required
- Involvement and Participation in MAXNetwork meetings and functions as required
- Greeting and assisting clients in a professional manner as per MAXNetwork quality standards
- Ordering Stationery as per budgets provided
- Reception duties including professionally answering incoming calls
- Other duties as directed

Quality Standards, Regulations and Responsibilities

The "Customer Service Officer - Employment" is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Company's Quality System
- The Company's Policies and Procedures
- ESC3 Contractual requirements
- MAXNetwork's Responsibilities/Authority Matrix
- Employment and Related Services Code of Practice
- DEWR Complaints Procedure
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- Particular contract specifications

Human Resources

Position Description



Selection Criteria

Qualifications

Completion of Certificate III in Business Administration (Office Administration) or equivalent. Industry/Practical experience essential.

Key Skills/Attributes required to fulfil position

- Demonstrated customer relations techniques and a commitment to quality customer service
- Excellent business administrative skills
- Sound communication, interpersonal and negotiation skills
- Previous experience in dealing with the disabled, mature, youth, indigenous, non English speaking background, single parents and all other client groups requiring special needs, will be considered beneficial
- Solid organisational skills
- Computer skills – Intermediate Word, Excel, Access, e-mail, Internet
- EA3000 experience preferred
- Minimum of 40wpm with 98% accuracy

Additional Factors

- This position may require occasional attendance at meetings or training outside normal business hours
- Flexibility to work across offices as required