

Human Resources

Position Description



Position Title: "Customer Service Officer – Trainee"

Accountable To: Business Manager

Position Overview

The "Customer Service Officer – Trainee" is responsible for assisting in 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 service, 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 – Trainee" is responsible for:

Primary Duties:

- Ensuring all KPI's are met
- 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
- 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 as required
- 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 – Trainee" 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 Services Industry Code of Conduct
- DEWR Complaints Procedure
- EA2000/3000 Job Aids
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- Particular contract specifications

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Selection Criteria

Qualifications

Willingness to Complete a Certificate III in Business Administration (Office Administration). Industry/practical experience preferable

Key Skills/Attributes required to fulfil position

- Demonstrated customer relations techniques and a commitment to quality customer service
- Sound communication, interpersonal and negotiation skills
- Solid organisational skills
- Basic computer skills – Intermediate Word, Excel, Access, e-mail, Internet
- Basic touch typing skills
- EA2000 experience preferred

Additional Factors

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