

# Customer Service Officer

## Success Profile

<b>Your division</b>	Sales and Marketing
<b>Your team</b>	Customer Service
<b>You report to</b>	<b>Customer Service Lead</b>

### PURPOSE OF YOUR ROLE

This role is accountable for triaging inbound customer enquiries to internal and external stakeholders, including Service Delivery employees and NDIS Account Managers and Relationship Managers.

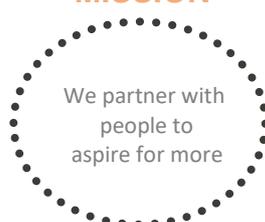
A key focus of the role is to ensure prompt allocation and delegation of customer enquiries are directed to the appropriate portfolio.

### ORGANISATIONAL PROFILE

#### PURPOSE



#### MISSION



#### VALUES



#### VALUES BASED LEADERSHIP



### KEY SUCCESS AREAS

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>Committed to working within Endeavour Foundation's Work, Health and Safety policies and procedures and contribute to our aspiration of Zero Harm within the workplace.</li> <li>Identify and report potential hazards, and immediately report any work-related incidents, injuries or illness.</li> <li>Attend and actively participate in OHS and other mandatory training.</li> </ul>
<b>CUSTOMER CONNECTION</b>	<ul style="list-style-type: none"> <li>Work together as one team to deliver consistent service and message to all customers.</li> <li>Support a culture of person centred practice which puts customers and their family, carers and/or guardians at the forefront.</li> <li>Provide a customer experience in line with Endeavour Foundation's Values and behaviours, ensuring customer needs are met,</li> <li>Utilise various forms of communication including, phone, email and mail to respond to customer enquiries.</li> <li>Complete and maintain up to date and accurate records of customer interactions in the relevant system.</li> <li>Appropriately escalate complex enquiries and customer concerns to the leader.</li> </ul>

<p><b>OUR PEOPLE</b></p>	<ul style="list-style-type: none"> <li>• Foster a culture of collaboration with the regional leaders, support the co-create and co-deliver approach across and within the business, ensuring you understand the commitment to shared goals.</li> <li>• Maintain effective communication within the team.</li> <li>• Participate in team building activities, including actively participating in the Performance Partnerships program to ensure individual and team key performance indicators are achieved, and Endeavour Foundation's values and behaviours are consistently demonstrated.</li> <li>• Take a proactive approach to on-the-job training to ensure knowledge and skills are industry standard.</li> </ul>
<p><b>OPERATIONAL EXCELLENCE</b></p>	<ul style="list-style-type: none"> <li>• Through your understanding of the NDIS framework and the disability sector, match people with a disability to life-changing services that will have a positive impact on their lives.</li> <li>• Communicate and liaise with key stakeholders, service users, families, staff and advocates.</li> <li>• Provide accurate information on client services.</li> <li>• Assist people with a range of complex care needs.</li> <li>• Provide timely communication with customers and families via phone and email.</li> <li>• Provide exceptional support to ensure decision makers are well prepared and versed in their support needs, by utilising Endeavour Foundation planning tools and resources.</li> <li>• Support the development and implementation of the national NDIS sales acquisition strategy and programs by partnering with Marketing, Service Delivery and Regional Sites to develop and implement field sales action plans.</li> <li>• Collaborate with Customer Service and Marketing to enable achievement of sales conversion and repeat business.</li> <li>• Collaborate with Marketing, Service Delivery and Customer Service to develop a high level of client and NDIS market knowledge to enable the development of customer engagement and sales targets for each region.</li> <li>• Seek out regular feedback from the Service Delivery team and use customer insights to drive decision making and prioritise actions and activities.</li> <li>• Maintain and respond to customer feedback and enquiries on our social media accounts.</li> </ul>
<p><b>FINANCIAL SUSTAINABILITY</b></p>	<ul style="list-style-type: none"> <li>• Support Endeavour Foundation's operational viability through continuously identifying opportunities to increase efficiencies.</li> <li>• Seek opportunities to minimise expense wherever possible.</li> </ul>

## WHAT YOU NEED TO SUCCEED

<b>CAPABILITIES</b>	<ul style="list-style-type: none"> <li>• Demonstrated well developed verbal communication skills to establish and maintain strong customer relationships and deal with customer issues sensitively and assertively to establish a good customer focus outcome on a consistent basis.</li> <li>• Ability to maintain a high level of confidentiality.</li> <li>• Demonstrated problem solving skills, to successfully identify problems, develop solutions and implement these using a logical and systematic approach.</li> <li>• Ability to multitask and prioritise, whilst maintaining high attention to detail.</li> <li>• Demonstrated ability to be flexible and proactive with a sense of urgency to adapt to a changing environment.</li> <li>• Thrives working in fast paced environment and is quick to take initiative.</li> <li>• Demonstrated ability to develop and maintain customer relationships while working on customer issues sensitively and assertively, with an aim to establish customer focused outcomes.</li> </ul>
<b>SKILLS &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Excellent verbal communication skills both with colleagues and customers.</li> <li>• Demonstrated strong administrative skills.</li> <li>• Professional telephone etiquette.</li> <li>• Demonstrated high level competence in computer applications, i.e., Microsoft Suite of programs relevant to the role to ensure work is completed in a professional, accurate and timely manner.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience using Call Centre Telephony and ticket creation.</li> <li>• Experience using Carelink software system (desirable).</li> <li>• Experience within disability services (desirable).</li> <li>• Proven experience in a customer service role within a fast paced environment.</li> </ul>
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Committed to undertaking a Criminal History Screen as outlined by Disability Services, Department of Communities Queensland and be issued with and hold a Positive Notice Card during employment with Endeavour.</li> </ul>