

Customer Service Officer - Rostering

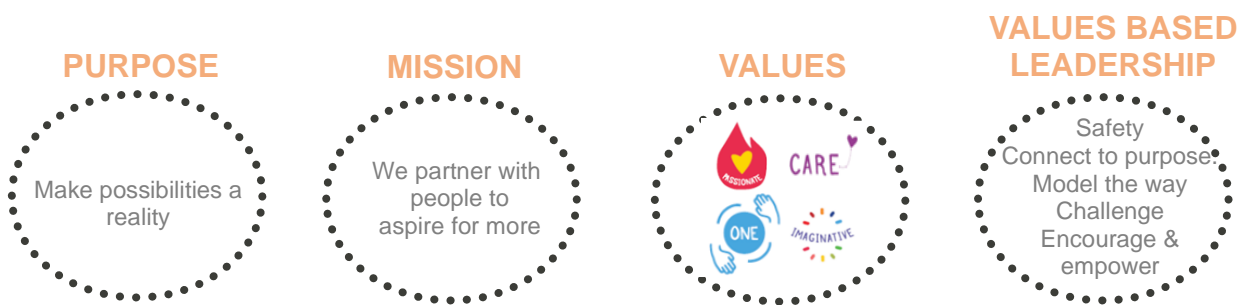
Success Profile

Your division	Service Delivery
Your team	Customer Fulfilment
You report to	Team Leader - Rostering

PURPOSE OF YOUR ROLE

The Customer Service Officer – Rostering is a critical part of the Customer Fulfilment cycle. This role supports the review, coordination, and optimisation of staff rosters within an allocated Service Delivery region. The purpose of the role is to enable staff mobility and scheduling of staff to meet the needs of our customers.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	<ul style="list-style-type: none"> All Endeavour Foundation staff have a duty of care and a legal obligation to ensure that they: <ul style="list-style-type: none"> Undertake work in a manner that is not harmful to their health and safety and the health and safety of others. Comply with the Endeavour Foundation OHS Management System requirements Monitor workplace conditions and report: <ul style="list-style-type: none"> Ideas which may improve health and safety Any work related or personal injury or illness (where it may affect their ability to work safely) Hazards and incidents including any malfunction or inadequacies of equipment. Correct minor hazards as applicable. Attend and actively participate in OHS and other mandatory training
CUSTOMER CONNECTION	<ul style="list-style-type: none"> Provide a customer experience in line with Endeavour Foundation's Values and behaviours, ensuring customer needs are met, Utilise various forms of communication including phone, email, and mail to respond to customer enquiries

	<ul style="list-style-type: none"> • Complete and maintain up to date and accurate records of customer interactions in the relevant system • Identify and escalate any customer concerns to the leader • Collaborate with the team and leader to ensure customers receive a consistent approach
OUR PEOPLE	<ul style="list-style-type: none"> • Demonstrate courage and persistence in the face of resistance and seek to understand challenges and develop effective responses • Demonstrate values-based leadership and role model Endeavour Foundation behaviours at all times. • Lead and drive a performance focused culture of success and inspire a sense of purpose throughout the team. • Seek out regular feedback from Service Delivery team and use customer insights to drive decision making and prioritise actions and activities. • Demonstrate courage and persistence in the face of resistance and seek to understand challenges and develop effective responses. • Be a change agent, recognise and rewards change, encourages others to recommend continual improvements processes • Proactively coach and mentor team members and peers. Seek and give constructive and appropriate feedback to colleagues and the team to set them and you, up for success. • Foster a culture of collaboration with your peers and your teams leading to a co-create and co-deliver approach to delivering the best outcomes for our customers.
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> • Carry out day to day scheduling of staff to cover unplanned changes in employee availability including sick leave, personal leave and emergency replacement or backfilling requirements • Review rosters are regularly to meet key service indicators • Make ad hoc changes to rosters that align to requests, such as Customer appointments • Ensure the allocation of shifts are allocated with consideration to the compatibility of customers and employees, including skills, cultural, spiritual and lifestyle preferences • Leave planning including annual leave, personal leave and study leave is scheduled in advance to ensure continuity of service delivery
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> • Ensure that the accuracy of rosters is in line with customer billing requirements to ensure effective charging and claiming of funding • Make clear decisions balancing a commercial environment and customer needs • Role model and lead best practice financial management with our people that supports customer fulfilment strategy and our customers • Working closely with enabling function leaders, drive an integrated approach to supporting service delivery, to meet financial targets and align with the customer and employee experience



WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none"> • Demonstrated written and verbal communication skills to ensure clear and concise information is communicated to stakeholders • Ability to keep a customer focus, to ensure customer needs are met • Be accountable above all else. The incumbent must have a sense of ownership to their work and total accountability on duties undertaken. • Ability to proactively strive to achieve measures of success, take initiative and continuously seek to improve individual and business performance • Demonstrated high level verbal communication skills to develop and maintain strong customer relationships and deal with customer issues sensitively and assertively to establish good customer focused outcomes on a consistent basis. • Proven ability to work in a team environment and build collaborative relationships with customers and colleagues to achieve optimal business outcomes. • Demonstrated attention to detail to ensure all work is completed accurately and in a professional manner. • Proven ability to prioritise workload and multi-task to ensure work commitments are fulfilled in a timely manner. • Demonstrated problem solving skills to successfully research and identify problems, develop solutions and implement these using a logical and systematic approach. • Strong attention to detail • Multi-tasking ability and comfortable working in a busy, fast-paced environment • Demonstrated ability to be flexible and proactive with a sense of urgency to adapt to a changing environment
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none"> • Demonstrates 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
EXPERIENCE	<ul style="list-style-type: none"> • Demonstrated experience in a Rostering or Customer Service centre environment • Demonstrated experience in a Rostering function in a complex Award environment and with a transient workforce • Demonstrated experience in community services and/or not for profit environment • Proven experience in a customer service role within a fast-paced environment • Experience in using Carelink+ (desirable) • Experience working in rostering (desirable)

