

Position Description

OVERVIEW

Title	Customer Service Officer
Department	Corporate
Reports To	Executive
Location	Doncaster East
Award and Classification	TBA
Date Prepared	16 March, 2022

PURPOSE

This role is responsible for ensuring all visitors are welcomed on arrival, all incoming enquiries, whether in person or electronically, are answered and triaged professionally in a timely manner and to provide administrative assistance to management and staff as directed.

PARAMETERS

Key Internal Stakeholders	Management, administrative teams and general staff
Key External Stakeholders	All visitors to Onemda, along with those making electronic enquiries.

QUALIFICATIONS AND REGISTRATIONS

- Current Drivers Licence

KNOWLEDGE AND EXPERIENCE

- Previous experience in a similar role is essential
- Proficiency in MS Office is essential
- Confident and able to operate various software programs or ability to quickly gain proficiency
- Experience with an electronic switchboard is desirable
- CRM experience essential
- Proven experience problem solving

CORE SKILLS

Specialist Skills and Knowledge

- Excellent customer service skills
- Strong written and verbal communication skills
- Strong organisational and time management skills
- High attention to detail
- Ability to work autonomously and as part of a team
- Enthusiastic, professional and customer focused (internally and externally)

Interpersonal Skills

- High level of interpersonal and communication skills (both written and verbal), including an ability to represent and negotiate on behalf of the organisation
- Ability to work collaboratively across all areas of the organisation
- Demonstrated ability to communicate effectively with persons with a disability, staff and advocates

MUTUAL COMMITMENTS

Equal Opportunity. Onemda is committed to being an equal opportunity employer, aiming to provide every employee with fair access to all workplace opportunities and benefits. In return, employees will treat each other fairly, without discrimination.

Diversity. Onemda welcomes and embraces diversity through providing safe, positive and nurturing environment which celebrates the rich dimensions and contributions of diversity contained within each individual.

Safety Screening. An offer of employment cannot be confirmed until the safety screening requirements have been conducted, assessed and clearance has been given.

The safety screening process incorporates the completion of the following:

- Criminal history check (crimcheck.org.au)
- Reference check (including, but not limited to, disciplinary action disclosure, confirmation of qualifications and training and an understanding of appropriate behaviors)
- Disability Worker Exclusion Scheme (DWES) check

Safeguards: Vulnerable people have the right to be and feel safe. Onemda has zero tolerance for any form of abuse.

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
Reception and Customer Service	<ul style="list-style-type: none"> • Attend to phone enquiries in a timely and professional manner • Greet all visitors in a welcoming, professional and courteous manner • Monitor reception and enquiries inboxes, appropriately triage enquiries and respond in a timely manner • Organise catering for events • Sort incoming and outgoing mail • Maintain security and privacy by following Onemda's policies and procedures at all times
Administration	<ul style="list-style-type: none"> • Assist in the preparation of correspondence, submissions and returns as directed by management staff • Assist in the preparation of reports and notices as required • Undertake photocopying, collating and binding tasks • Use appropriate databases, ensure mailing lists and client databases are maintained and kept up to date • File documentation to ensure efficient and easy access for retrieval • Assist with data entry required by funding agencies • Maintain stock of stationery, kitchen and office supplies • Assist to receipt and bank income in a timely and efficient manner • Maintain Petty Cash, recording expenses and reimbursing as required
General Areas of Responsibility	<ul style="list-style-type: none"> • Support with various fundraising events and activities as required • Assist to plan, organise and promote various promotional events and activities Provide administrative assistance to the management team and staff as required
Culture	<ul style="list-style-type: none"> • Consistently live and demonstrate the Onemda Values – leadership, development, respect, welcoming, caring and supportive • Ensure Onemda's service provision is in accordance with the principals of social justice and with respect for the dignity and human rights of all persons. • Safeguard the positive culture of Onemda and identify and address any risks to the good reputation, caring culture and ethical standing of the organisation • Adhere to the principles of The Victorian Charter of Human Rights 2006
Workplace Health and Safety	<ul style="list-style-type: none"> • Work in a safe manner and adhere to safety instructions as outlined in the Onemda Association's Policy and Procedure Manual and Emergency Management Plan. • Participate in regular safety checks, including fire drills and contribute to the evaluation and review of such procedures. • Remain competent, physically able and informed in safe manual handling procedures. • Use program areas, vehicles, equipment and program materials in a responsible and careful manner. An employee must not intentionally or recklessly interfere with, or abuse anything provided at the workplace.
Other Activities	Other activities and projects as reasonably directed.