



JOB DESCRIPTION

Key Position Information			Date Reviewed: 7 November 2016
Title	Customer Service Officer	Department - Location	Corporate Services
Reports to	Centre Manager	Award	Individual Employment Contract (or as updated)
Level / Salary	Level 5.1 – 5.3 Superannuation 9.5%	Basis of Employment	Full-time
Role Purpose			
<p>This position is responsible for triaging enquiries both face to face and over the telephone from a diverse range of stakeholders. Excellent customer service skills are required in order to resolve complex queries and educate clients and potential clients about the full service offering available from Richmond Wellbeing.</p> <p>Tasks will include covering the Richmond Wellbeing reception area, coordinating events, managing the training area and will be a key influencer on sales of Richmond Wellbeing services by following and closing established leads. Overseeing the safety and security of visitors to site is also an essential part of this role.</p> <p>The duties may vary in line with operational requirements.</p>			

Richmond Wellbeing Vision, Purpose and Values			
<p>Our Vision: A community where people are able to recover and live a valued and fulfilling life.</p> <p>Our Purpose: We work alongside people, employing leading practice, to support recovery and wellbeing.</p>			
<p>Hope</p> <p>We believe that people can and do recover from mental illness, and we strive to promote hope, control, choice and opportunity.</p>	<p>Inclusion</p> <p>We embrace diversity, respect and value people's differences, and consistently seek to support people to realise their full potential as connected and contributing members in the community.</p>	<p>Service Excellence</p> <p>We consistently aspire to exceed customer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking, identifying and leveraging current and future opportunities.</p>	<p>Compassion</p> <p>We work in a person-centered way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with, families, individuals, colleagues and the community.</p>
Statement of Diversity			
<p>The staff at RW are committed to creating a safe and comfortable environment for all staff and consumers. To view our diversity statement in full please visit the Richmond Wellbeing intranet.</p> <p>https://www.rw.org.au/diversity-statement</p>			

Key Result Area	Key Accountabilities and Responsibilities	Key Performance Indicators
Richmond Wellbeing Values	<ul style="list-style-type: none"> Acts consistently in accordance with the RW Values 	<ul style="list-style-type: none"> Reflect RW values in daily interactions and within scope of role.
Protect the Richmond Wellbeing brand	<ul style="list-style-type: none"> Checking that all materials relating to Richmond services are available and presented appropriately to maximize brand impact and enable visitors to easily find information on the organization. Follow the Richmond Wellbeing style guide for all documentation, signage and materials produced for the organization. Ensure high standard of personal presentation appropriate to a top tier client services provider. 	<ul style="list-style-type: none"> Materials are available as resources at all times and prepared as requested. Style guide is followed correctly and materials produced reflect this. Presentation is of required standard.
Event support	<ul style="list-style-type: none"> Be a point of contact for each external customer of training Manage training room support for customers Liaise with external suppliers for any additional equipment required for events. Manage catering requirements for RW and customer events Set up and set down the training rooms for any events ensuring the right materials and equipment are available including the setup of any IT equipment. Ensure kitchen in training area remains well presented, well stocked and clean at all times. 	<ul style="list-style-type: none"> Training sessions and requirements are scheduled and handled in a professional manner. Training Sessions are prepared in advance of sessions commencing including set up, catering and any other requirements. Stakeholders are satisfied with presentation of training facilities and the level of service provided.
Service education and business development	<ul style="list-style-type: none"> Utilise opportunities to offer guidance to consumers relating to additional services they may benefit from Follow up established sales leads in commercial sector via telephone Producing regular reports Achieve sales targets relating to services and training room bookings Build ensuring positive relationships for Richmond Wellbeing 	<ul style="list-style-type: none"> Sales targets are met as set by RW Centre Manager in relation to following up leads, guidance on additional services, training and room bookings. Reports are produced accurately with essential information in the required timeframe.
General administration	<ul style="list-style-type: none"> Provide reception cover Perform general administration duties as required including photocopying, support for training administration and assisting the Executive Assistant when required 	<ul style="list-style-type: none"> Reception hours are covered as required. All administration duties are completed to the required standard and addressed in the timeframe required.
Employee Contribution	<ul style="list-style-type: none"> Positive and constructive work environment is promoted where employees are valued. Employees adhere to the RW Code of Conduct Policy and Procedures Attends Core Training and maintains all compliance requirements relevant to their role and employment with RW To carry out other duties which may be required, requested or directed and which are within the person's capability and training to perform 	<ul style="list-style-type: none"> Show respect and helpfulness in all interactions Read, understand and seek clarification of Policy and procedure documents. Enrol in and complete required Core Training within required time frame. Duties are completed to expected standard as outlined by manager.
Occupational Safety and Health	<ul style="list-style-type: none"> Be responsible for own and organisations safety and risk 	<ul style="list-style-type: none"> A "Safe work" culture operates within Richmond Wellbeing

	<ul style="list-style-type: none"> • The employee will identify and report all hazards and incidents • The employee will participate fully in the Health and Safety improvement process • The employee will co-operate fully in any injury management process to ensure full participation in the workforce after cleared fit for duties by a registered Medical Practitioner. 	<ul style="list-style-type: none"> • Documentation is maintained as per the Policies and Procedures and is accurate, legible and concise.
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Person Requirements	
Skills	<ul style="list-style-type: none"> • High level of sales and influencing skills to maximize utilization of our facilities and services along with effectively resolving any issues that arise • A clear and confident communicator and good listener • Excellent multitasking and organisational skills with the ability to manage multiple stakeholders and events • Strong time management and attention to detail to ensure efficient and effective outcomes are achieved to a high standard • Good IT skills across a variety of platforms with the ability to troubleshoot basic IT issues in presentation set ups and produce promotional materials for Richmond Wellbeing services and events
Knowledge and Qualifications	<ul style="list-style-type: none"> • Good level of literacy, numeric and IT skills and excellent problem solving/trouble shooting ability <u>DESIRABLE</u> • Knowledge of and experience working within the Mental Health sector • Detailed understanding of client funding within the NDIS framework
Attitude	<ul style="list-style-type: none"> • Demonstrate a friendly attitude with a willingness to learn • Positive attitude towards people experiencing mental distress. • The ability to live RW values in all workplace tasks and interactions. • Pro-active individual who is enthusiastic and committed to upholding RW values and principles
Experience	<ul style="list-style-type: none"> • Minimum 5 years' experience in sales and customer service • Previous experience of sales of services within the health industry • Ability to act independently and work on own initiative whilst being able to work successfully in a team • Ability to interpret and address the needs of the client to offer suitable solutions • Ability to represent Richmond Wellbeing in a professional manner at all times • Maintain confidentiality on information at all times <u>DESIRABLE</u> • Lived experience of mental health recovery or as family members of people with a lived experience of recovery
Other Requirements	<ul style="list-style-type: none"> • Current National Police Check <u>DESIRABLE</u> • Current Drivers Licence