

JOB DESCRIPTION

Officer – Client Experience

RESPONSIBLE TO: Office Supervisor

BASIC RESPONSIBILITY: To provide quality customer service to clients, from the point of enquiry to bookings, along with the provision of administration services that support Interrelate's programs and services.

DUTIES:

1. Responding to customer enquiries regarding programs and services
2. Supporting customers to identify suitable programs and services to meet their needs
3. Allocating staff, including School Services Educators, to bookings
4. Working with the Customer Relationship Management (CRM) system to enter bookings and customer related information
5. Supporting customers with their use of the CRM
6. Analysing social media comments and conducting customer feedback
7. On boarding clients from lead generation to appointment bookings and invoicing
8. Assist with the induction of Educators, and activities that support Educators with their service delivery, such as resource, travel, and accommodation requests
9. Working with management regarding service needs, tracking KPI's, and forecasting capacity and resource needs, risks, and issues in a timely manner
10. Attend appropriate work-related training as required

CORE CAPABILITIES:

Client Outcomes (*Foundational*)

Provides clients with high quality support, administrative services, and appropriate referrals

Planning and Time Management (*Intermediate*)

Manages schedules and uses tools effectively to assist with planning and organising

Verbal Communication (*Advanced*)

Provides informed, meaningful, and relevant messages when communicating with clients, staff, and the public

Achieving Results (*Foundational*)

Understands work requirements, fulfils responsibilities, and achieves performance targets

Technology (*Intermediate*)

Uses technology and software applications effectively in accordance with task requirements; supports others in using and adapting to new technology

POSITION REQUIREMENTS:

Interrelate employees are required to:

1. Work in collaboration, and network with, key stakeholders and the wider community
2. Understand and comply with all policies and procedures pertaining to the organisation
3. Demonstrate an awareness and commitment to the organisation's Code of Conduct, values, and purpose
4. Perform other duties consistent with the responsibilities of the position as required by the Manager
5. Follow WHS policies and procedures relating to workers, managers, and officers as per Interrelate's WHS policy
6. Understand the principles of equity and diversity and the needs of Indigenous communities
7. Complete a satisfactory Australian National Police Check
8. Hold clearance of a NSW Working with Children Check, current driver's licence, and permission to work in Australia

SELECTION CRITERIA:

1. Minimum 2 years demonstrated experience in a client service environment in a community organisation or other client service environment with a strong client service focus.
2. Demonstrated experience in coordinating projects, programs, and people, including the oversight of service targets and the rostering of staff and finance invoicing.
3. High level skills in communication, administration, and organisation, with demonstrated experience in the use of online systems.
4. High level skills in marketing and networking, with a demonstrated understanding of Australian education systems.

5. Demonstrated experience in managing client feedback.
6. Demonstrated understanding of the needs of clients and communities who identify as indigenous, cultural, and diverse, and a commitment to ensuring service delivery is appropriate, respectful, and welcoming.