

Position Description

Position:	Customer Service and Administration Officer
Classification:	Social Community Home Care and Disability Services (NSW) Award Level 3
Hours:	20 hours per week, 9.00 am to 2.30 pm 4 days per week
Responsible to:	CEO

This position description is not a comprehensive list of responsibilities or criteria. The position's incumbent will be aware that the position is to provide reception and administrative support to a dynamic Organisation based upon growing community need and that outcomes and activities may change over the course of time.

Reporting & Organisational Context

The Customer Service and Administration Officer is responsible to the Board of Directors of Canterbury City Community Centre (CCCC) through the Manager, Community and Sector Capacity Building.

Position Objective

The major function of this position is to provide a high level of customer service to people who use our services; administrative support to the Centre's various Programs, as well as assisting in the day to day operation of the Centre.

Knowledge, Skills and Experience

Essential Criteria

- Relevant qualifications and/or experience in Office administration
- Computer skills, including Office 365, Word, Excel and Publisher.
- Experience, qualifications and/or knowledge of the Community Sector.
- Exceptional organisational skills.
- Well developed communication skills
- Clear speaking voice and pleasant telephone manner
- Commitment to High standard customer service and the rights of consumers to receive good quality services.

Desirable Criteria

- Cross cultural skills
- Understanding and experience of working with disadvantaged communities

Principle Duties

Effective workplace relationships

- Maintain effective working relationships with Centre staff.
- Establish and maintain effective working relationships with multiple external stakeholders

Reception and Customer Service

- To maintain current information about Centre Programs, activities and booking processes and make appointments for clients to the appropriate service;
- To greet people when they arrive at the Community Centre and assist them with their enquiry or direct them to a staff member who can assist;
- To answer the telephone and transfer calls to the correct section, take messages or provide information as appropriate;

- If unable to provide correct information at the time, take the clients details and call them back in a timely fashion once the correct information has been found;
- Respond to enquiries by offering to post out information, directing to the website or Facebook pages; or encouraging residents to subscribe to the newsletter;
- Provide additional support to clients who may need assistance resolving their enquiry, which may include assistance with filling out forms, accessing translating and interpreting services, and engaging other Service Providers
- Contact clients by phone, email or SMS who are booked in to various courses, appointments or activities to confirm their attendance;
- Update CCCC Information held by other Organisations by telephone, post or email;
- Engage local businesses and services in promoting 4cs activities and programs through promoting services;
- Assist at events and course enrolments.

Site Management

- To ensure Noticeboards are kept up to date with current information and are visually neat and information is easy to see;
- Replenish brochures and newsletters displayed in the foyer as needed;
- Undertake a walk-through of the building each morning and ensure any risks are removed, supplies are topped up and bins emptied if required. Work with others as needed to set up and pack down for groups and activities.

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- To participate in providing a safe working environment for staff and volunteers
- Together with the CEO conduct regular site safety inspections

Administration

- Process filing and scanning of documents as needed;
- Provide administrative support to Program staff, including issuing correspondence, faxing and photocopying.
- Provide support to CCCC Office volunteers as needed;
- Update internal telephone lists and distribute;
- Program telephones after changes;
- Develop systems that help manage processes and functions in an efficient manner, for example, room bookings, fleet management.
- Creating documents and forms that meet specific requirements of services.

Reporting and Compliance

- Collect front desk statistics and collate on a monthly basis.

Mailing and Membership Lists

- Maintain the Centre's mailing lists and update when required;
- Oversee CCCC membership register and annual renewal process;
- Co-ordinate the postal distribution of the Centre's quarterly newsletter.

Office Equipment

- Ensure maintenance of Centre Equipment is undertaken as needed, order supplies for the photocopier and arrange for the Shredder Bin to be emptied when required.

Other

- Adhere to the Centre's Code of Behaviour and Policies and Procedures as contained within the Centre's Policy & Procedure manual.

Employee's Signature:

Date:

Manager's Signature:

Date: