

## POSITION DESCRIPTION

<b>Date</b>	27 July 2021
<b>Position Title</b>	Customer Service Officer
<b>Reports to (position title)</b>	Customer Service - Team Leader
<b>Department</b>	Customer Service Department

## ORGANISATIONAL CONTEXT

**bestchance** Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Truganina and Pakenham, Victoria, Australia.

**bestchance** adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC) Family Day Care, Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

**bestchance** also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

**bestchance** is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

## PURPOSE

For all children, families and individuals to thrive in their community.

## VISION

**Inclusion** we include everyone regardless of their background, needs or circumstances

**Care** We nourish and nurture resilient relationships

**Education** We develop skills and knowledge to build capacity and resilience.

## VALUES

**Humility** we focus on listening to better understand and meet needs

**High Expectations** we have high aspirations for our client outcomes and for the calibre of our services and staff

**Innovation** we embrace change based on critical reflection

**Curiosity** we seek new understandings and knowledge

**Evidence** we seek and generate evidence to evaluate and improve our programs

**Challenge** we look beyond the immediate to achieve different results

## POSITION PURPOSE

The purpose of this position is to be the first point of contact for customers contacting the business, delivering outstanding customer service, surpassing all customer expectations. The Customer Service Team aim to help convert enquiries in to enrolments, in the areas of Training, Early Years and Inclusion Support services.

As an experienced customer service expert with elite conversational skills, you will be passionate about making a difference in the lives of people every day and make it your priority to ensure each individual and family have an exceptional customer service experience with each interaction.

## PRIMARY OBJECTIVES & RESPONSIBILITIES

As a member of the **bestchance** team, you will be the first point of contact for families requiring our services and will assist and support the delivery of high quality customer service responsive to the needs of our community including, but not limited to the following:

- Ensure all enquiries are handled in a prompt, efficient, courteous manner ensuring a high level of conversion, whilst showing passion about customer service and being empathetic to the needs of families and students.
- Displaying excellent listening skills and sharp attention to detail towards our clients being families, students, and individuals, and use these skills to support and liaise with key stakeholders from all departments.
- Ensure highly effective communication and customer service skills are displayed to all clients and that all programs and their staff support this level of service.
- Ensure that all forms of enquiries via phone, email, walk in, social media, website or other, are handled in a friendly, professional and timely manner to contribute to a positive customer experience.
- Ensure all enquiries and referrals are accurately recorded using a customer relationship management system.
- Ensure cross referral opportunities and enrolment conversions are maximised at every opportunity.
- Support the enrolment process for families wanting to enroll into programs across bestchance.
- Assist and contribute to the quality assurance cycle for policies and procedures of the Customer Services Department

- Support the growth and development, and drive change within the Customer Services team by ensuring activities and processes are reviewed on a regular basis to continue to improve the teams efficiency and effectiveness with managing enquiries, referrals & enrolments
- Support reporting duties in a confidential manner
- Effectively prioritise tasks according to department requirements or business needs
- Update relevant documents used to support the Intake team in order to provide the most up to date information to clients and staff
- Ensure all activities comply with national laws, regulations & quality standards as well as adherence to organisational policies, regulations and guidelines for all staff, coordinators and educators within areas of responsibility
- Act with honesty and integrity, treat people with respect, embrace and drive change
- Contribute to an atmosphere of trust and professional respect through a positive attitude of openness, willingness, tolerance, constructive conflict resolution processes and maintenance of confidentiality
- Attend staff meetings and any professional training sessions where required
- Contribute to the efficiency of the organisation in identifying opportunities to streamline processes
- Other ad-hoc duties as requested

## KEY SELECTION CRITERIA

The following are the core competencies required to undertake the key responsibilities of the role and are the primary basis for selection

- High level interpersonal and communication skills with the ability to liaise and communicate with management, staff, coordinators, educators and community stakeholders
- Demonstrated organisational and time management skills with the ability to manage own workday, be flexible and responsive to changing work priorities with potentially competing demands
- Demonstrated commitment and ability as a team player
- High level administrative and computing skills - MS Word, Excel and Outlook.
- Displaying excellent conversion and referral skills to maximise enrolments
- Flexibility in dealing with a range of requested and delegated tasks with potentially competing demands.
- An understanding and demonstration of confidentiality and sensitivity in dealing with clients with complex and needs

## QUALIFICATIONS AND EXPERIENCE

- A minimum of 2 years' experience and proven track record in an customer service/sales environment
- A current Working With Children Check and Police Check