

**Role Title:** Customer Service Officer

**Reports To:** Operations Manager

**Direct Reports:** None

## ABOUT THE ROLE

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The Customer Service Officer provides efficient and effective customer service support and processes claims for long service leave payments to workers in the Community Services sector in South Australia.

Specific duties include processing correspondence (incoming and outgoing mail), resolution of enquiries, accurate and appropriate management of records, assessment and processing of worker long service leave claims, electronic processing of employer returns, and other administrative duties including maintaining registers.

## KEY RELATIONSHIPS

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Accountable to the Operations Manager.

## KEY ROLE OUTCOMES

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1. Respond to stakeholder enquiries in accordance with organisational policies and guidelines.
2. Answer all incoming telephone, email and web enquiries within the required service level.
3. Assess and process long service leave claim applications, including obtaining additional information from workers and employers where required to resolve any queries.
4. Issue and process employer returns, resolve any queries that arise, and process related adjustments.
5. Review and consolidate worker accounts within the CRM.
6. Welcome stakeholders received at reception in a timely and professional manner.
7. Ensure the timely processing of incoming and outgoing mail.
8. Maintain systems to track and measure management of correspondence, long service leave claims and employer returns and provide regular reports to senior leaders.
9. Ensure recordkeeping management systems and practices comply with regulatory and accountability requirements, relevant Information Standards, State Records obligations and organisation policies and procedures.
10. Other duties as directed by the Operations Manager or Chief Executive Officer.

## TECHNICAL & PROFESSIONAL KNOWLEDGE

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### Essential

1. General knowledge of customer service principles and office administration practices.
2. General knowledge of recordkeeping management systems and practices.

## **COMPETENCIES**

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1. Effective interpersonal, verbal and written communication skills.
2. Ability to work under general direction, prioritise work under pressure and organise time effectively in order to meet deadlines.
3. Good organisational skills, attention to detail and ability to act on initiative and with flexibility to respond to changing demands, multitask, solve problems and provide solutions where appropriate.

## **EXPERIENCE & QUALIFICATIONS**

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1. Experience in administration roles including data entering and processing.
2. Experience providing a high level of customer service across telephone, email and in person communication.
3. Basic experience and skills in Microsoft Office including Word, Excel, Outlook, Teams, SharePoint and PowerPoint.
4. Experience in a Customer Service Position or similar is desirable in this position.
5. Experience working in the community services sector is desirable in this position.
6. Ability to communicate in multiple languages is an asset.

**ACKNOWLEDGEMENT**

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I, ....., acknowledge that I have read, understood, and accept the above and have been given a copy.

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Customer Service Officer

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Operations Manager

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Date

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Date