



## **Position Description**

*Private and Confidential*

# Reception and Customer Service Officer

## The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill], Translinc [Central West NSW] and Nambucca Valley Phoenix [Mid North Coast NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

**Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.**

## Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

## The Position

<b>Position title:</b>	<b>Reception and Customer Service Officer</b>
<b>Location:</b>	<b>Alma St - Rockhampton</b>
<b>Job Type:</b>	<b>Full-time</b>
<b>Reports to:</b>	<b>Head of Services – QLD</b>
<b>Direct reports:</b>	<b>NIL</b>

## Service Description

The Reception and Customer Service Officer will be the first point-of-contact for LiveBetter customers, prospective customers, and community members who call or visit LiveBetter's Rockhampton office, engaging them in a professional manner and ensuring they enjoy the highest levels of customer service.

While this role will directly report to a local manager, the Reception and Customer Service Officer will also work with the NSW-based Customer Service Hub team, as part of an organisation-wide group managing LiveBetter's call volume. The Reception and Customer Service Officer will also have some reporting responsibilities to the Customer Service Hub Manager in NSW regarding phone stats and leads management.

This role will also be responsible for some administrative functions to support LiveBetter's Queensland program teams in delivering services to our customers.

## Key Position Responsibilities

Rockhampton is LiveBetter's primary Queensland location and point-of-contact for people across a wide geographical area. Some key accountabilities of the role include:

- Provision of support to customers who attend LiveBetter's Alma Street office in person, or those who call or email seeking information, referral and support
- EFTPOS, cash and cheque payments
- Administration tasks including fleet and postal management
- Participating in promotion of LiveBetter at events, meetings and other promotional activities.

## Risk

All staff must be aware of operational and business risks.

They should:

- Provide input into various risk management activities assist in identifying risks and controls
- report all emerging risks, issues and incidents to their manager or appropriate officer

## The Person

LiveBetter are seeking candidates with a passion for teamwork who will contribute to a positive organisational culture and take a proactive approach to providing solutions with the customer as priority.

## Essential

1. Ability to undertake complex telephone assessment, obtain accurate information and prioritise action
2. Qualifications and/or relevant experience and training in **any** of the following areas - Community Services, Health, Welfare, Education or Administration fields.
3. Ability to provide superior customer service along with strong interpersonal and communication skills
4. High level computer skills, including the Microsoft Office suite of products and the ability to learn new systems when required
5. Demonstrated ability to manage and prioritise workload in a constantly changing high-volume environment
6. Ability to work as part of a team, whilst enjoying a degree of responsibility in your role.

## Desirable

1. Previous experience working in a community service role
2. Demonstrated experience in service coordination
3. Experience with customer management and reporting systems
4. Knowledge of issues for carers from Indigenous or culturally and linguistically diverse backgrounds.
5. Demonstrated knowledge and understanding of the community sector, including the complex challenges faced by people with a disability, mental health condition and the aged.

## Other requirements

1. Pass a National Criminal History Check, a pre-employment medical assessment (including drug and alcohol screening) and obtain a QLD Blue Card.
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.

## Remuneration

This position is remunerated under the *Social, Community, Home Care and Disability Services Industry Award 2010* at a pay point dependant of qualifications and experience.

Salary packaging opportunities are available.

*I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:*

Employee Name:		Date:	
Signature:			