
Position:	Customer Service and Administration Officer
Classification:	SCHADS Award (NSW) - Level 3
Hours:	32.5 hours per week, Monday to Friday, 9:00 am to 4:00 pm
Responsible to:	Manager, Community Sector and Capacity Building

The position provides reception and administrative support to a dynamic Organisation responding to growing community need and that outcomes and activities may change over the course of time. This position description is not a comprehensive list of responsibilities or criteria.

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

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's hub at Railway Parade in Lakemba where the position is based.

Knowledge, Skills and Experience

Essential Criteria:

- Relevant qualifications and/or experience in Office administration
- Computer skills, including Office 365, Word, Excel, Teams.
- Experience, qualifications and/or knowledge of the community sector.
- Well-developed organisational skills.
- Excellent communication skills across a diversity of people
- Clear speaking voice and pleasant patient telephone manner
- Commitment to a high standard of customer service and the rights of consumers.

Desirable Criteria:

- Cross cultural skills
- Understanding and experience of working with vulnerable communities
- Experience with Client Management Systems, eg. DEX, Civi and E-Tools.

Principle Duties

Effective workplace relationships:

- Maintain effective working relationships with Centre staff.
- Establish and maintain effective working relationships external stakeholders (including partner organisations)

Reception and Customer Service:

- Maintain current information about Centre Programs, activities and booking processes and make appointments for clients to the appropriate service
- 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
- Manage incoming telephone calls, messages and 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 page.
- 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 into various courses, appointments or activities to confirm their attendance
- Liaise with outreach service providers on days of attendance and bookings
- Update CCCC Information held by other Organisations by telephone, post or email, i.e. external directories
- Assist at events and course enrolments.

Railway Parade Lakemba Site Duties:

- Ensure Noticeboards are kept up to date with current information, 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.
- When available, assist to set up and pack down for groups and activities in the back hall.

Work, Health & Safety

- Participate in providing a safe working environment for staff and volunteers
- Together with the Operations Manager or Manager – Community Sector and Capacity Building 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
- Use E-tools/to provide information to aged services clients
- Enter Targeted Early Intervention (TEI) clients into our Client Management System (Civi) and update data accordingly
- Update our Emergency Relief Directory twice per year
- Make client information folders for Centre Programs as needed
- Make ID badges for the HCP Team (including care workers) and CB Team (including childcare workers) as needed
- Order supplies from Woolworths/WINC and envelopes from EnviroPrint in consultation with key personnel at the Belmore office

- Minute taking at site/all staff meetings
- Provide support to CCCC Office volunteers as needed
- Update internal telephone lists and distribute
- 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
- Actively contribute to the planning of the Annual General Meeting
- Other administrative tasks as directed by the Manager – Community Sector & Capacity Building and/or CEO.

Reporting and Compliance

- Collect front desk statistics and collate on a monthly basis
- Complete data entry for TEI into CIVI; twice year upload the data to the Data exchange

Mailing and Membership Lists

- Record members and maintain the 4CS membership register and annual renewal process
- Support program managers with mailouts.

Office Equipment

- Ensure maintenance of Centre Equipment is undertaken as needed 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:
