



Job Description

Division: Communications, Marketing & Fundraising

Title: Contact Centre Officer

POSITION: Contact Centre Officer
DIVISION: Communications, Marketing and Fundraising
REPORTS TO: Manager Customer Connections
ISSUE DATE: January 2019

<p style="text-align: center;">Our Mission Enabling opportunities for Choice, Inclusion and Achievement for people with disability and their families and carers</p>	<p style="text-align: center;">Our Core Values: We put people first We are one team We are all accountable We strive to always do it better We are inspired by challenges We make ethical and sustainable decisions</p>
---	--

1 **POSITION PURPOSE:**

- To support people with a disability, and the general community, to determine what assistance they may require from DSA
- To coordinate the shared Customer Connections calendar
- To organise DSA staff attendance at community expos and forums
- Provide effective and efficient administrative support.
- Provide a professional and courteous reception service.
- To support DSA's Mission and Core Values.
- To support DSA's Customer Service charter.
- To support DSA's Personalisation Culture Change Framework.
- Provide a service that supports the National Standards for Disability Service.

2 **DUTIES / RESPONSIBILITIES**

2.1 Information and Referral

- Answer all incoming enquires promptly, and in a positive and courteous manner.
- Work considerately with the caller to determine what they require from DSA, ask questions/ prompt to explore options and requirements
- Take information and forward to appropriate DSA staff member
- Respond to requests for information about DSA services from both internal and external customers.



Job Description

Division: Communications, Marketing & Fundraising

Title: Contact Centre Officer

- Handle sensitive inquiries and information from Customers and employees of DSA with tact and discretion, ensuring confidentiality is maintained.
- Maintain contact log and prepare reports as required

2.2 Profiling DSA

- Coordinate mail out of information as required
- Ensure key Community stakeholders receive up to date information in print or in digital form.
- Assist with the circulation of DSA publications to key stakeholders
- Communicate with key referral sources to ensure currency of their knowledge of DSA
- Work with the Manager Customer Connections as required to promote DSA with key profiling activities

2.3 Administration

- Provide word processing, data entry, filing, photocopying and document design support.
- Maintain a register of community marketing resources and track movement ie check out and return.
- Distribute internal and external mail and faxes.
- Coordinate courier deliveries as required.
- Minute taking in team meetings.

2.4 Document and Information Handling

- Maintain both hard-copy and soft copy records i.e. data entry to relevant databases and information systems and filing.
- Maintain security and confidentiality of customer and organisational files, providing access to records according to policy and procedure.

2.5 Office Support

- Maintain stationery, promotional material and grocery stock (i.e. office, kitchen, and meeting requirements).
- Select, operate and maintain a range of office equipment to complete a range of tasks.
- Administer and arrange for day-to-day repairs and maintenance matters.
- Assist staff to operate office equipment correctly.
- Assist with meeting preparations as requested.



Job Description

Division: Communications, Marketing & Fundraising

Title: Contact Centre Officer

3. WORKPLACE HEALTH AND SAFETY (WH&S) RESPONSIBILITIES

- Contribute to workplace health and safety.
- Work in a safe manner.
- Maintain safety and cleanliness of your work place, equipment and vehicles.
- Work in accordance with DSA's WH&S policies, procedures and relevant work instructions.
- Report immediately to your reporting manager any hazards that may cause a risk in the workplace.
- Take immediate and appropriate action to eliminate or control any imminent risk observed in your workplace, and report the issue and action to your reporting manager.
- Observe safe systems of work and apply these to all employees, contractors, service users and visitors to DSA premises and sites.
- Immediately report any injury sustained at work, or whilst journeying to or from work, to your reporting manager. Complete the on-line register of injuries.
- Maintain an effective working knowledge of DSA's WH&S policies and procedures.

4. OTHER

- Follow reasonable directions.
- Adhere to all DSA's policies, procedures, and relevant legislative requirements.
- Participate in meetings as required.
- Participate in performance reviews.
- Participate in training and development as required.
- Communicate openly with your manager regarding concerns or feedback.
- Undertake other duties as directed.

5. REQUIREMENTS

- Experience in administration or reception support.
- Excellent interpersonal, communication and computer skills.
- Excellent organisational skills and attention to detail.
- Excellent customer service skills.
- Current NSW Driver's license.
- NSW Working with Children Check.



Job Description
Division: Communications, Marketing &
Fundraising
Title: Contact Centre Officer

I, the undersigned, have read, understood and agree to the duties of Contact Centre referral officer as contained in this job description.

Printed Name

Signature

Date