

## Position Description

<b>Position title:</b>	Customer Relationship Officer (Administration)
<b>Location:</b>	Hindmarsh Office – willingness to travel essential
<b>Reports to:</b>	Commercial Manager
<b>Directly manages:</b>	N/A
<b>Other Key Relationships:</b>	Operations - General Manager's, Service Managers, and Team Leaders, Customers

## Purpose

The Customer Relationship Officer (Administration) for general administrative assistance requiring the use of general word processing, Excel, Outlook and Cara's Customer Management System (CRM). Demonstrating a high level of empathy and optimism, The Customer Relationship Officer (Administration) must have a thorough knowledge of phone systems, refined computers skills and be resilient as they work with a cross-functional team to meet person-centred, time and cost requirements. The Customer Relationship Officer (Administration) will contribute to the development of new and existing products and services in line with Cara's strategic objectives.

## Primary Responsibilities

- Responsible for entry of customer shifts into the customer management system;
- Provide general administrative assistance requiring the use of general word processing, Excel, Outlook and Cara's Customer Management System (CRM);
- Maintain customer records by updating all required information on a regular basis;
- Set, lead and monitor the new service setup process and policies. Requires working with a cross-functional team to meet person-centred, time and cost requirements.
- Responsible for the preparation, completion and submission of Price Estimates and assist in any tenders as required. Responsible for allocating individual requirements of tenders to the appropriate expert where required.

## General Position Responsibilities

- Assist with research, analysis and evaluation of new products/services, competitor landscape, new customer segments and new locations
- Build and develop knowledge of Cara's products and services to help answer customer queries;
- Clarify product and/or service problems, determining the cause of the problem, selecting and explaining the best solution to solve the problem;
- Work collaboratively across Cara and with external partners to ensure new service development projects are managed and achieved.
- Review and develop policies and procedures aligned with product/service development.
- Adhere to Cara's policies and complaints requirements;
- Ensure that customer needs are met, with feedback regularly sought and disseminated;
- Maintain customer records by updating all required information on a regular basis;
- Maintain a professional approach in the workplace by adhering to Cara's values and goals;
- Maintain and demonstrate a commitment to customer service by supporting Cara's continuous improvement processes and modelling expected behaviour in a customer service focused environment;

- Work collaboratively to innovate and evolve outcomes consistently;
- Aim to continuously improve processes and outcomes by constantly evaluating the work being undertaken and look for ways to make improvements;
- Receive incoming correspondence and or mail and appropriately manage systems to monitor and support the provision of response within agreed time-frames;
- Genuinely engage in professional development activities as required;
- Maintain customer confidentiality and protect operations by ensuring sensitive information is kept secure;
- Maintain a culturally aware and sensitive profile with Cara's customer base by adhering to Cara's values and contributing to staff development, knowledge and understanding of cultural diversity;
- Engages self and others in the Performance Development Plan process;
- Maintain a healthy and safe workplace by:
  - taking reasonable care to protect own safety and that of others whilst at work;
  - adhering to WHS policies and procedures;
  - obeying any reasonable instruction from Cara management;
  - using and maintaining equipment provided for health or safety purposes;
  - not being affected by consumption of alcohol or a drug in such a way as to endanger own safety or that of others in the workplace;
  - actively supporting any colleague who may injure themselves at work.
- Maintain Equal Opportunity principles in the workplace by adhering to EO legislation and relevant Human Resource policies.
- Responsible for being first point of contact for customers and ensuring a high quality of service is delivered at all times;
- Attract potential customers by answering product and service questions promptly, meeting individual needs, in line with agreed targets;
- Identify opportunities to "cross-sell" products and services and redirect to appropriate work area(s) and/or staff as required;

## Qualifications and Experience

- **Essential**
  - Proficiency in office suite (specifically excel)
  - Analytical skills
  - Highly developed interpersonal and communication skills, both verbal and written;
  - Great listening skills
- **Desirable (but not essential)**
  - Previous sales and service experience
  - A solid understanding and passion for the disability industry
  - Strong work ethic and the drive to achieve outcomes

## Essential conditions

- Experience in customer related data entry;
- Satisfactory Department for Community and Social Inclusion (DCSI) Child Related Employment Clearance;
- Current Driver's Licence;
- Satisfactory Completion of Child Safe Environments training (can be provided by Cara);



- Some out of ordinary office-hours work;
- Ability to travel intra and interstate.