

# Customer Experience Officer

## Position Description

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<b>Position Title</b>	Customer Experience Officer
<b>Salary</b>	Social, Community, Home Care and Disability Services (SCHCDS) industry award 2010 Level 2 plus super and generous salary packaging.
<b>Contract period</b>	Maximum Term Contract until 31 December 2020
<b>Employment Status</b>	Full Time
<b>Location</b>	Hendon or Elizabeth
<b>Hours</b>	Standard Business Hours (Some After-Hours work may be required in the future)
<b>Reporting to</b>	Customer Experience Hub Manager

### Role Requirements

As a condition of employment the following are required:

<b>Police check</b>	A criminal record check completed within the last 6 months must be supplied by all new appointments. <b>Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, an international check is also required.</b>
<b>Working with Children check</b>	A valid Working with Children check must be supplied by all new employees.
<b>Right to work within Australia</b>	Australian or New Zealand citizenship or relevant working visa documentation

### Position Context

The introduction of the National Disability Insurance Scheme (NDIS) marks a significant change in how disability services are funded, moving away from a block funding model and introducing a competitive market for disability services. With the introduction of the NDIS Neami National (one of Australia's largest and most respected mental health service providers) created Me Well, a Not for Profit organisation specifically tailored to provide mental health services under the new system. With the addition of thousands of new customers joining the scheme comes the need for an entirely new workforce designed specifically to cater to these customer's needs.

*The purpose of this role is to provide NDIS customers and agencies with a single contact point for all Me Well related enquiries particularly to address service enquiries and the on boarding of new customers. The role is conditional on the continuation of viable funding under the NDIS.*

## Position Responsibilities

The Me Well Customer Experience Officer is responsible for the following:

- Working with customers to understand what services Me Well can offer them to support their NDIS plan
- Acting as the face of Me Well for new customers
- Providing all intake actions for new customers including completing initial assessment
- Responding to Customer, Carer, LAC and third party organisation enquiries in a professional manner
- Maintaining accurate and up to date notes for all enquiries
- Ensuring Work Health and Safety guidelines are followed
- Undertaking all work in line with the organisations policies, procedures and values
- Complying with all relevant legislation and codes of conduct
- Maintaining an up to date knowledge of the NDIS systems and practices
- Maintaining clear professional boundaries with customers
- Identifying new ways to provide better customer service outcomes
- Maintaining up to date knowledge of local services and organisations
- Working closely with Me-Well leadership teams to understand service models
- Undertaking administrative roles related to rostering, billing or other key organisational functions

## Position Duties

A Me-Well Customer Experience Officer duties may vary depending on the specific needs of the customer and the goals outlined in their NDIS plan. Common day to day duties of the position may include (but are not limited to):

- Engaging and coordinating Me-Well intake actions on behalf of customers
- Responding to customer enquiries using various methods, Chat, Text, Email and Phone in alignment to agreed service levels (SLA's)
- Engage customers informal supports (family, carers, Etc.) where necessary
- Building knowledge of all local services across Australia by maintaining a services database of organisations, services and locations
- Engaging with NDIA staff and LAC's as appropriate to address Me-Well Intake functions
- Assessing and managing risk in line with organisational policies and procedures
- Identifying new ways of working to further improve and streamline processes
- Takes responsibility to coordinate wider team rostering needs
- Acts as a mentor to new team members
- Completing daily NDIS billing runs and weekly billing reports for finance
- Responding to billing enquiries from Support Coordinators and Managers
- Assist Support Coordinators and Managers with billing error resolution
- Plan, arrange, and reschedule Customer appointments, and other roster management tasks

## Skills

A **Me-Well** Customer Experience Officer should be able to demonstrate they possess the following skills:

### Teamwork:

- Work cooperatively with team members in a productive way
- Follow instructions given by Team Leaders/Managers
- Actively participate in team discussions
- Provide thoughtful honest feedback to team members and managers
- Manage conflict in a productive way
- Engage in individual and group supervision

### Customer Service

- Provide high quality customer service to customer
- Respect customer autonomy, decision making and control
- Actively listen to and respond appropriately to customer feedback
- Be patient and understanding to customers' needs
- Be calm and kind in interactions with customers

### Work with External Organisations

- Build high quality relationships with external service providers and customers formal and informal supports

### Administration

- Display a high degree of computer literacy
- Able to effectively use email, MS office and other software products including telephony systems and online chat
- Able to competently use mobile devices (smart phones, tablets, etc.)
- Maintain procedure and process documentation
- Collect and report statistics as per agreed timeframes
- Collect and record sensitive customer information in alignment with Me-Well Processes, Policies and Procedures

### Communication

- Be able to verbally communicate concepts and ideas in a way that customers and team members can easily comprehend
- Utilise active listening skills in interactions with customers and team members
- Recognise and respect the uniqueness of the people who choose to make contact with us
- Be able to write (and type) case notes, emails and other written materials in a way that others can easily understand
- Be able to communicate in a clear, open and honest manner
- Empathise with people and provide clear confirmation of agreed actions

## Organisational Skills

- Manage time effectively
- Arrange and utilises resources in an efficient and environmentally conscious way
- Regularly reviews and assesses personal progress
- Publishes rosters and updates online procedure documentation
- Records data and notes information in a timely manner
- Schedules and runs client phone meetings

## Knowledge and Experience

A Me Well Customer Experience Officer will be required to possess the following:

- Understanding of the NDIS would be an advantage
- Contemporary understanding of mental health related conditions and supports
- Some understanding of the health and disability support services sectors
- Demonstrated experience in maintaining customer privacy and confidentiality
- Good understanding of what is considered appropriate boundaries and self-disclosure

Me Well values the knowledge and understanding gained through a lived experience of mental health and/or disability as well as professional experience in a related position.

## Attributes

A Me Well Customer Experience Officer should display the following attributes:

- Eager to learn new concepts and practices
- Able to take initiative
- Empathetic and compassionate toward people
- Well organised
- Ethically minded
- Positive
- Self-motivated and independent thinker
- Adaptable and open to change
- Trustworthy
- Self-reflective
- Creative in approaching challenges
- Common sense
- Able to foster and create solid relationships across other Me Well teams