

## Position description

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<b>Title</b>	<b>Customer Service Advisor</b>
<b>Reports to</b>	Contact Centre Manager - Telephone and Online
<b>Classification &amp; Salary</b>	SCHCADS Level 4 (plus super and salary packaging)
<b>Employment Status</b>	2x Full time, Fixed Term positions ending February 2022
<b>Primary Location</b>	Collingwood Good Money Store and work from home
<b>Date</b>	November 2020

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### **Good Shepherd Australia New Zealand (GSANZ)**

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

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### **Role Purpose**

Woolworth Financial Wellbeing Program is a holistic financial wellbeing program and a joint initiative of Good Shepherd (GSANZ) and Woolworths. This financial wellbeing program is a phone and online service which provides products and services that Woolworth employees can access. In guiding customers through the various products and services offered by Woolworth's Financial Wellbeing Program, the Customer Service Advisor will provide direct delivery of services such as the No Interest Loan Schemes and financial wellbeing conversations.

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### **Key Responsibilities**

- Deliver great customer service and guide clients through the Woolworth Financial Wellbeing options
  - Respond to enquiries (phone and online), uncover needs and make appropriate products and service recommendations
  - Assist people from diverse backgrounds with complex needs in a way that is respectful, appropriate, and professional
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## **Key Responsibilities**

- Utilise local networks to provide information and make client referrals to other support services, as required
- Assist clients with all aspects of preparing applications for Woolworths Financial Wellbeing products
- Have financial discovery conversations with clients as part of the loan application
- Respond to enquiries regarding established loans and ongoing loans management
- Ensure accurate client records are kept using Woolworths Financial Wellbeing client database
- Perform day-to-day administrative duties and data entry
- Refer clients to financial counselling as required
- Comply with all existing policies and procedures in relation to service delivery
- Adhere to all occupational health and safety policies and procedures and ensure a clean and safe workplace

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## **Responsibilities of Good Shepherd Employees**

### **Strategy**

- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

### **Service Delivery and Operations**

- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

### **Stakeholders**

- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all time

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### **Qualifications, Experience and Mandatory Requirements**

- Certificate or Diploma in Community Services, or community services experience
- Experience showing empathy, understanding and awareness of personal challenges and disadvantages that people may be facing.
- Experience in retail, hospitality, banking or other customer service environment is required.
- Organisation and administration skills
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)

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### **Key Selection Criteria**

1. Ability to establish rapport with customers from diverse backgrounds and complex needs and provide efficient and high-quality customer service. Experience in retail, hospitality, banking, or other customer service environment is required
2. Demonstrated experience in uncovering customer needs and matching appropriate solutions and the ability to articulate and work through relevant budgeting and numerical processes with customers
3. Demonstrated experience in administrative and office management processes, such as petty cash, appointment management and rostering
4. Competent in computer skills, including Microsoft Office and use of customer databases
5. Demonstrated ability to follow procedures, processes and compliance requirements whilst paying attention to detail
6. Ability to work under pressure through effective planning and prioritising and being flexible/ adaptive to change
7. The capacity and commitment to work in alignment with the values of Good Shepherd and understand the issue of financial inclusion in Australia

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### **Values & Behaviours**

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

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## **Additional information**

### **Employment is subject to:**

- Relevant Qualifications/Registration Name
- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

### **The above requirements will need to be supplied and verified prior to commencement**

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.