

POSITION DESCRIPTION

General Information:	
Position Title:	Learning for Life Customer Support Coordinator
Incumbent:	
Function & Team/Program:	Program and Scholarship Administration
Location(s):	Brisbane CBD, flexible working arrangements available
Manager's Position Title:	Learning for Life Customer Support Team Leader
Manager's Name:	Kathryn Chopping
Date Prepared:	06/08/2024
Prepared By:	Kathryn Chopping
Approved By:	Kahlee O'Sullivan

Primary Purpose of this Position (<i>In one sentence - why does the role exist?</i>)
1. This role is responsible for providing exceptional customer service to The Smith Family customers, by managing Customer Service related tasks, supporting internal and external customers through the Learning for Life Contact Centre. 2. Be an escalation point for volunteers and other team members supporting the Contact Centre. 3. Handle a variety of administrative tasks relating to customer service.

Scope: • Work within the Learning for Life Contact Centre team to ensure appropriate and efficient service delivery of administrative and Customer Service related tasks and processes are provided as a component of a national system. • Support the development and maintenance of training materials and resources for Customer Service related tasks. • Manage multiple operational tasks, projects and activities within the Customer Service stream to defined service level agreements. • Actively contribute to special projects and working groups and apply continuous improvement approach to processes to improve the effectiveness of the Learning for Life Contact Centre. • Provide voice of the customer insights where relevant to ensure family and team member feedback is considered in all changes.	
Direct Reports to this Position	Indirect Reports
By Position Title	Total Number
Nil	Volunteers/team members requiring training or support for Service desk activities
Financial Dimensions controlled by this Position (<i>Include key financial metrics such as revenue growth, income & expense budget, etc</i>)	
Direct control	Indirect control

• Nil	•
Other Dimensions of this Position	
- This role will support volunteers and other staff supporting the Learning for Life Contact Centre, by being an escalation point for complex queries, and for being available for the training and support of volunteers around Customer Service related activities. - Accurate reporting on incoming and outgoing calls. - Gather and record feedback from callers to reshape the family experience. - Proactive customer support and basic technical support calls.	

Setting Priorities <i>(how is work prioritised)</i>	
How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	Nil

Key Relationships <i>(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)</i>	
Internal	- Program and Scholarship Administration Team (staff and volunteers) - IT/BIS team - Program Coordinators - Program Specialists - Family Partnership Coordinators/Tertiary Coordinators
External	- Learning for Life students and families - Program participants - Other stakeholders contacting the Learning for Life Contact Centre

Key Decision Making in this Role: <i>(What are the key decisions and recommendations made in this role?)</i>
Decisions Expected - Prioritisation of own workload, with support from the Learning for Life Contact Centre Team Leader - Decisions associated with providing timely, professional and courteous inbound and outbound customer service, e.g. telephone calls, emails, letters, SMS, messaging/chats
Recommendations Expected - Gather and record feedback to inform resources and training required of our team members. Support development of these resources/training where appropriate. - Suggest changes to Help Centre content and activity, based on family trends and expertise.

Every Team Member at The Smith Family:

- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

Key Responsibilities / Accountabilities:	
Major Area:	
Learning for Life Contact Centre Customer Service (including incoming and outgoing calls/emails/chats)	% of Job Total: 80%
Provide prompt and exceptional customer service (including for digital support queries) through management of Learning for Life Contact Centre activities (including incoming and outgoing calls and emails)	

Guide or assist volunteers working on Learning for Life Contact Centre activity, where they require support or where the query is outside their realm of responsibility. These queries are to be handled as appropriate, through further action, or triaging into the correct business area for support.
Accurately and efficiently manage all database inputs
Be a Learning for Life subject matter expert.
Gather, record and report feedback from internal and external customers to relevant key stakeholders
Major Area: Support and Training % of Job Total: 20%
Provide feedback to Learning for Life Contact Centre Team Leader regarding suggestions for resources and training updates required of team members based on feedback gathered through contact with stakeholders, and escalations coming in from P&S admin volunteers or team members.
Creation and maintenance of Help Centre related resources/articles/training materials.
Support and train other team members (including volunteers) where appropriate around Contact Centre related tasks.

Key Challenges in Achieving Goal(s): <i>(What are the key challenges faced by this role in meeting goals/objectives)</i>		
To provide prompt world-class care to our learning for life families, and other Smith Family contacts while maintaining our commitment to service level agreements.		
Qualifications, Experience and Competencies: <i>(What background, knowledge, experience or competencies are required to perform the role at the expected level?)</i>		
Education / Qualifications / Memberships:	Essential	Desirable
		Customer service qualifications
Experience:	Essential	Desirable
	Customer Service experience	- Awareness of the community and education services sector and issues affecting disadvantaged people - Experience working for a social purpose organisation - Telephony/call centre experience
Competencies:	Essential	Desirable
	- Exceptional interpersonal skills: a professional, friendly and approachable manner - Ability and willingness to communicate effectively and support families and participants from a variety of backgrounds, including low-SES, ESL and low literacy. - Ability to work under pressure, prioritise workload and meet deadlines - High level of attention to detail - Strong computer skills including database management and other programs - Capable of working independently as well as the ability to work cooperatively in a team environment - Excellent communication skills; both written and verbal - Accountability for work outcomes	- High level competency in typing skills - Ability to use a variety of different administrative and document management software packages such as Sharepoint, Zendesk, CRM. - An understanding of the valuable contribution of volunteers as essential unpaid staff resources

	• Respect for individual differences and dignity • Demonstrated commitment to learning, developing skills and sharing knowledge and information • Commitment to TSF and its mission and values • Adaptive to change	
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