

Customer Service Team Leader

POSITION:	Customer Service Team Leader
CLASSIFICATION:	SCHADS 4
REPORTS TO:	Operations Manager Inclusive Employment Australia (IEA)
DATE UPDATED:	May 2026

ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities and families and individuals to live the life they aspire to, their way, providing a broad range of support in homelessness, disability, palliative care, youth housing, community services, family violence, education and inclusive employment service areas. MCM is a leading provider of specialist services for young people experiencing homelessness, providing wraparound support so they can transition to autonomy and their positive pathways of choice.

MCM comprising MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services work together to disrupt disadvantage and create positive change for Victoria's most vulnerable people.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION CONTEXT

The Customer Service Team (CST) provides a single point of entry and consistent, high-quality customer experience to people with disability, their families, and carers from enquiry through to exit.

The CST manages all enquiries for Disability and Employment services, facilitates onboarding, maintains accurate participant and financial data, and ensures timely information, referral, and service coordination.

The Customer Service Team Leader provides day-to-day leadership, oversight, and operational management of the CST, ensuring efficient service delivery, compliance, and a client-centred approach across all interactions.

POSITION PURPOSE

Customer Service Team Leader

The Customer Service Team Leader (CSTL) is responsible for leading, coaching, and supporting a team of Customer Service and Administration Officers (CSAOs) to deliver high-quality, compliant, and responsive customer service.

The role ensures operational excellence across intake, referrals, onboarding, administration, and data management functions while driving continuous improvement, performance outcomes, and a positive customer experience.

The CSTL acts as an escalation point, oversees workflow management, and ensures systems, processes, and reporting requirements are effectively maintained.

This position operates at the Service Leadership level in the MCM Leadership Capability Framework.

POSITION DUTIES AND RESPONSIBILITIES

Duties of this role may include but are not limited to the following:

- Lead, supervise, and support CST staff to achieve service delivery and performance targets.
- Provide coaching, mentoring, and regular feedback to team members.
- Conduct performance reviews, development planning, and capability building.
- Foster a positive, inclusive, and collaborative team culture.
- Manage team resourcing, rostering, and workflow allocation to meet demand
- Ensure high-quality, consistent customer service standards are maintained across all channels.
- Act as the escalation point for complex enquiries, complaints, and incidents.
- Monitor client interactions to ensure adherence to participant choice and control principles.
- Support staff in managing challenging client situations effectively.
- Promote a client-centred, trauma-informed approach to service delivery.
- Oversee daily CST operations including intake, referrals, onboarding, and administration processes.
- Monitor workflow, service demand, and turnaround times, adjusting priorities as required.
- Ensure timely and accurate completion of:
 - Intake and onboarding processes
 - Service agreements
 - Client documentation and case notes
- Coordinate cross-team communication between disability and employment services
- Identify trends, risks and opportunities to Support continuous improvements
- Build strong relationships with internal and external partners
- Act as key contact for escalations
- Work collaboratively across disability and employment programs
- Contribute to strategic priorities

Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.

Customer Service Team Leader

- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance.
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist.
- Demonstrate MCM's Values (detailed below).
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct, and MCM's Values.
- Comply with MCM's Employment Safety Screening Procedure.
- Perform other duties and responsibilities within the scope of the employee's skills, competence and training as directed by a person in any more senior role within MCM.

KEY SELECTION CRITERIA

Essential Criteria

- Demonstrated experience in team leadership within customer service, administration, or intake environments.
- Strong understanding of service delivery within disability and/or employment sectors.
- Excellent communication, interpersonal, and stakeholder engagement skills.
- Proven ability to:
 - Lead and develop teams
 - Manage competing priorities and high-volume workflows
 - Resolve complex issues and escalations
- Highly developed organisational and problem-solving skills.
- Strong attention to detail and commitment to quality and compliance.
- Proficiency in:
 - Microsoft Office Suite
 - CRM/client management systems
 - Reporting and data analysis tools

Essential Safety Screening Requirements:

- [This position is identified as a NDIS risk-assessed role on the basis that it is: a key personnel role in an organisation providing NDIS services.]
- Proof of Identity Check
- National Police check
- International Police check
- Current Victorian Working with Children Check (Employee)
- NDIS Worker Screening Check and Clearance Certificate
- Current Victorian Drivers Licence
- Right to work in Australia

Customer Service Team Leader

Desirable:

- Qualifications or experience in Disability or Community Services.
- Experience with NDIS funding and compliance frameworks
- Understanding of Inclusive Employment Australia

POSITION AUTHORITIES

Number of Reports

Direct Reports				Indirect Report			
Number:	5 -6	FTE:	3.6 - 5	Number:		FTE:	
List Teams / Positions	Customer Service and Administrator Officer (Youth Employment & Disability Services)			List Teams / Positions			

Expenditure

Operating:	N/A	Capital:	N/A
------------	-----	----------	-----

Supervision or Direction Required

The Team Leader is subject to strategic, operational, and professional direction from senior leadership and reports to Operations Manager IEA. The position has responsibility for people leadership and supervision of Customer Service and Administrator Officer (Youth Employment & Disability Services).

Planning

The role is responsible for managing own time and priorities, establishing team priorities and workflow allocations aligned to service demand, setting operational goals and performance expectations for team members, contributing to planning and implementation of operational improvements and supporting delivery of organisational and program-level objectives.

Freedom to Act

The Customer Service Team Leader has authority to make operational and team-level decisions in line with organisational policies and procedures, applies professional knowledge, experience, and judgement to resolve complex service and client matters, manages escalations and service delivery risks independently where appropriate and implements organisational policies, procedures, and service standards

Assistance to Higher Level

The role provides specialist operational advice relating to customer service, intake, onboarding, and administration functions, contributes to review and improvement of procedures, systems, and

Customer Service Team Leader

workflows, supports audits, reporting, and compliance activities and contributes to planning discussions and operational decision-making

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples include:

- | | |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Internal Relationships | <ul style="list-style-type: none"> • All MCM Disability Services and NDIS funded programs • Corporate Services staff (Finance, Organisational Development and Occupational Health and Safety, People and Culture) • MCM Group • Hester Hornbrook Academy |
| External Relationships | <ul style="list-style-type: none"> • Participants and Families • NDIA • LACS • NDIS Commission • Plan Managers and financial intermediaries • Disability Service providers • Inclusive Employment Services |

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

- | | |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Together | <p>We are inclusive and accepting of difference</p> <p>We work in highly effective teams and our people are connected across our organisation</p> <p>We engage proactively with others to deliver outcomes</p> |
| Courageous | <p>We speak up constructively in line with our convictions</p> <p>We pursue our goals with determination</p> <p>We are passionate about our advocacy role</p> |
| Curious | <p>We are inquisitive and ask why</p> <p>We challenge the status quo</p> <p>We actively explore the alternatives</p> |
| Open | <p>We are transparent and have genuine, honest interactions</p> <p>We listen and hear people's voices</p> <p>We value and respect the autonomy of clients</p> <p>We trust one another</p> |

Customer Service Team Leader

- Accountable**
- We act safely in all our interactions
 - We manage within our financial and resource boundaries
 - We own our outcomes and decisions
 - We are proud of the work that we do

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.

Customer Service Team Leader