

Position Description

Customer Service Officer



Position Title:	Customer Service Officer (CSO)	
Reports To:	Team Leader (TL)	
Direct Reports:	NIL	
Hours of Work/Status:	Permanent Part-time	
Modern Award Classification	Social, Community, Home Care and Disability Services Industry Award [MA000100] Level 2	
Position Objective:	The Customer Service Officer is the first point of contact and provides direct services to tenants and clients. The position plays a key role in meeting client needs and providing administrative support to the tenancy team.	
Key Relationships:	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> • Executive Team • Leadership Group • Team Leader, Tweed Heads • Tenancy Teams • Other NRH staff 	<ul style="list-style-type: none"> • Northern Rivers Housing (NRH) tenants • Department of Community and Justice (DCJ) / Homes NSW • Community agencies, including support service providers • Housing Pathways Clients • Real Estate Agents • Other NRH stakeholders
Summary of Key Areas:		
	<ol style="list-style-type: none"> 1. Tenancy Administration 2. Tenancy Team Support 3. Housing Pathways and Client Referrals 4. Safe System of Work 	
1. Tenancy Administration	<ul style="list-style-type: none"> • Respond to tenant and customer telephone and face-to-face enquiries • Follow up on general inquiries from tenants and ensure required work is actioned in accordance with NRH Policies and procedures • Record all interactions with tenants and customers in relevant systems (Including but not limited to Greentree) and forward to the appropriate person • Data entry and maintain household resident profile data in Greentree • Process tenant EFTPOS payments and forward EFTPOS receipts to Finance • Attend and participate in team meetings • Scan and upload documents to Greentree • Prepare and post outgoing mail for the local office • Actively participate in NRH planning and continuous improvement activities • Monitor and action team emails • Provide Team Leader with general administrative support with high attention to detail • Produce high-quality internal and external correspondence, reports, and related documents including mail merge • Bulk text messaging 	

	<ul style="list-style-type: none"> • Input data into the CSO call log • Work with the rolling rent review (RRR) team to facilitate the administration tasks related to the Monthly RRR • Support with mail merges and posting of letters, collection and follow up of income documentation for rental reviews • Making electronic verification of rent (EVOR) updates on the Centrelink system
2. Tenancy Team Support	<ul style="list-style-type: none"> • Provide support to the tenancy team when required by responding to client telephone and face-to-face enquiries • Follow-up on general enquiries from clients and ensure work is actioned in accordance with NRH Policies and Procedures • Data entry and maintain household resident profile data in Greentree • Prepare and send standard tenancy correspondence to clients • Back up buddy phone/safety card monitoring relief • Maintain cyclical property inspection program - issue letters to tenants, notify Tenancy Managers, and schedule in TM calendar • Prepare sign-up packs once tenant is in Greentree • Prepare lease renewals • Prepare internal transfer packs • Triage tenant maintenance calls in the absence of the Tenancy Manager
3. Housing Pathways and Client Referrals	<ul style="list-style-type: none"> • Provide information to clients about the FaCS Housing Register, including eligibility guidelines and ensure all evidentiary documentation is received and filed • Provide accommodation referrals for clients where necessary • Facilitate client access to FACS-Housing products and services
4. Safe System of Work	<p>All NRH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> • accept personal responsibility for maintaining safe workplace and work practices • understand and work to NRH Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions; • undertake work in a manner that is not harmful to your health and safety and the health and safety of others; • work in compliance with WHS system requirements and workplace environments, in particular; manual handling, personal protective equipment and emergency situations; • comply with Risk Management policies, procedures and work instructions; • monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents; • correct minor hazards where applicable; and • attend and actively participate in WHS and other mandatory training
Other duties as directed by management.	
Key Behavioural Competences:	<p>Action Oriented - Enjoys working hard; is action-oriented and full of energy for the things that he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.</p> <p>Approachability - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the</p>

interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

Client Focus - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand client information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders, and service providers and gains their trust and respect.

Priority Setting - Spends her/his time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

Technical Learning - Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge; does well in technical courses and seminars.

Written Communications - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect; possess a firm grasp of grammar, spelling and the ability to format and style professional business correspondence.

I have read, understand and accept the above Position Description relating to the Position I have been appointed to:

Name: _____

Signature: _____

Date: _____

Manager's Name: _____

Signature: _____

Date: _____