



The Leprosy Mission Australia

POSITION DESCRIPTION

POSITION TITLE	Customer Service Officer
CLASSIFICATION	Casual
DEPARTMENT	Customer Service Department
REPORTS TO	Customer Service Coordinator
KEY RELATIONSHIPS	Customer Services staff & coordinator, Database administrator, Engagement Manager, CEO
PERFORMANCE REVIEW	<i>Conducted within 6 months from time of commencement then annually on anniversary date by immediate Supervisor.</i>
CERTIFICATION	<p>The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.</p> <p>(Signed) _____ Date _____ Employee</p> <p>(Signed) _____ Date _____ Manager</p>

PURPOSE OF POSITION

The purpose of this position is to provide effective administrative and customer services support while maintaining The Leprosy Mission Australia's (TLMA's) database (Thank Q) and ensuring the integrity of supporter information including accurate data entry. Customer Services Officers provide product service and information to our clients and resolve any emerging problems with accuracy and efficiency. The purpose is to ensure excellent service standards and maintain high customer satisfaction. This will require the Customer Services Officer to have a high level of attention to detail, the ability to maintain focus and work independently within the Customer Service Department.

Purpose of Customer Service Department

- To provide superior customer service to our supporters and donors.
- Provide efficient and effective processing of donations.
- To maintain the integrity of the TLMA database and manage donor records.
- To contribute to the effectiveness of TLMA's work through efficient back-office administration and support.

INTRODUCTION

The Leprosy Mission (TLM) is an international Christian organisation working towards the eradication of the causes and consequences of leprosy.

TLM is a global network of organisations active in 49 countries around the world. It works in partnership with governments, local communities, partner health organisation, the World Health Organisation (WHO), local NGOs (Non-Government Organisations), local churches, Christian partners, and many other people to achieve the vision of *'a world without leprosy'*.

The Leprosy Mission Australia (TLMA) is an autonomous body that is a member of TLM International Global fellowship.

TLMA Mission Statement

Following Jesus Christ, The Leprosy Mission strives to break the chains of leprosy, empowering people to attain healing, dignity and life in all its fullness.

The Leprosy Mission Australia is a member of the Australian Council for International Development (ACFID) and is a signatory to the ACFID Code of Conduct. The Leprosy Mission Australia is a compliant member of Missions Interlink Australia valuing integrity and accountability. The Leprosy Mission Australia is a compliant member of Fundraising Institution of Australia.

Our Vision

Leprosy defeated, lives transformed.

Designation

Customer Services Department/Supporting administration, TLMA National Office Box Hill

Accountability

The Customer Service Officer position is appointed by the Relationship Manager in conjunction with the CEO's office.

The Customer Service Officer position reports to the Customer Service Coordinator, under the Relationship Manager and will work alongside the Customer Service Department team and other TLMA staff.

KEY RESPONSIBILITIES

Mission

- Understand, support and promote the Mission and Values of TLMA.
- Ensure that direct working relationships are established and maintained with colleagues and internal/external parties.
- Adhere to the principles of TLMA and our policies including the Code of Conduct.

Administration

- Process a variety of donations and merchandise orders.
- Open mail and distributing accordingly.
- Update and maintaining database records and database integrity.
- Contribute to process improvement initiatives.
- Generate regular and ad hoc reports of transactions received for accounting and management as required.
- Provide assistance to other departments at the Customer Services Coordinator's request.

Customer Service

- Provide superior customer service to our supporters and donors including follow up of queries.
- Build sustainable relationships of trust through open and interactive communication.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.
- Follow communication procedures, guidelines and policies.
- Take the extra mile to engage customers.
- Conduct reception duties as required.

Any other duties that may arise from time to time that fall within the parameters of this role and the skills, competency and training of the incumbent as directed by the Customer Service Coordinator.

Written and Verbal Communication

- Intermediate computer skills in MS Word, Excel, Outlook.
- Excellent verbal and written communication skills.
- Professional manner.
- Ability to liaise with all staff, volunteers, supporters, clients and external stakeholders.

Quality and Risk

- Participate and contribute to quality improvement providing a supporter-focused service.
- Adhere to TLMA's policies and procedures relating to Occupational Health and Safety and Privacy Policies.
- Dress appropriately in line with the expectations of the specific work area and Occupational Safety and Health requirements.
- Promote a safe working environment in accordance with legislative requirements for all staff, volunteers and visitors.
- Ensure Occupational Health and Safety Policies and Procedures are available and adhered to.

Safe Practice

As an employee, in conjunction with your manager and colleagues, you have a responsibility to:

- Follow all Safe Operating Procedures.
- Take reasonable care of yourselves and others.
- Take all actions to avoid, eliminate or minimize hazards.
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work.
- Report all incidents/hazards/injuries
- Assist in completion of incidents/hazards/injuries reports.
- Raise OH&S issues with appropriate individuals.
- Use Personal Protective Equipment as required and directed.
- Complete all mandatory and recommended OH&S training.
- Promote a positive safety culture by demonstrating a positive commitment to OH&S.

Professional Development

- Complete all mandatory and recommended training.
- Recognise the necessity to continually develop skills and acquire additional knowledge appropriate to the position.

SELECTION CRITERIA

Essential

- Ability to work within and contribute to the Mission/Values of TLMA.
- An ability to display attention to detail and versatility in handling different tasks simultaneously.
- An understanding of and commitment to customer service.
- Excellent organisational and administration skills, including accuracy in data entry and proficiency with MS Word, Excel, Outlook.
- Experience with database systems.
- Excellence in customer service including telephone, mail and personal communication.
- Excellent phone manner and active listening skills.
- Problem solving and initiative skills.
- A desire for continuous improvement.
- Attributes of patience and understanding.
- Highly developed interpersonal skills.
- Ability to work collaboratively with others.
- Willingness to undertake a police check prior to commencement.
- Ability to abide by all TLMA policies including the Privacy Policy and the Code of Conduct.
- An understanding of the not-for-profit sector.

Desirable

- A qualification in Customer Service, Administration or a related field.
- Experience with the following programs: CRM, Retail Express, Thank Q.
- Experience with e-commerce programs eWay and SecurePay.

GENERAL TERMS & CONDITIONS

Hours

This is a casual position, offering 2-3 full days (7.5 hours) per week with the possibility of additional 3+ hour shifts during peak periods. Flexibility in working hours will be offered to the right candidate. Standard hours of operation are 8.45am – 5pm, Monday – Friday.

Location

This position is based at the TLMA National Office, located at 37 Ellingworth Parade, Box Hill Victoria 3128.

Remuneration

Wages: TBA

Superannuation: TLMA will contribute 9.5% of the base salary into the successful applicants preferred superannuation fund.

Other Conditions and Benefits

TLMA operates a smoke free environment.

All other matters may be qualified by reference to the TLMA Staff manual or negotiated inclusions in the employment contract.

Authorised by: CEO

Approved by: CEO

Date: March 2018