

# Client Services Officer

## Position Description

Position Details	
<b>Title:</b>	Client Services Officer
<b>Level:</b>	2
<b>Time Fraction:</b>	Casual
<b>Position Relationships:</b>	Reports to Practice Manager
<b>Principal Location:</b>	Able to work across multiple sites - Melbourne CBD / Hoppers Crossing or Melbourne CBD / Frankston
<b>Position Purpose:</b>	Provide high quality client services through telephone, e-mail, face-to-face client support and associated administrative services, including data entry.
Major Responsibility Areas	Key Performance Indicators
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>▪ High level and responsible contribution to Reception activities and customer service.</li> <li>▪ To be well informed about all of Relationship Matters' services and programs.</li> <li>▪ Provide administrative services and comply with reporting requirements in relation to data collection, entry and administration.</li> <li>▪ Willingness to continue to develop skills and undertake further training, particularly to learn and master Relationship Matters' Client Information System 'Penelope'.</li> <li>▪ Provision of administrative support to the Branch(s) as required.</li> <li>▪ Relief for staff at Branches from time to time, as negotiated and agreed.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reliable and punctual, daily opening and closing of the office.</li> <li>▪ Reception, waiting and training room areas are left tidy after the incumbent's shifts.</li> <li>▪ Has knowledge of and understands all of Relationship Matters' brochures and website descriptions of services / programs offered.</li> <li>▪ Ensure all client information is accurately recorded in accordance with the organisation's requirements.</li> <li>▪ Maintain practitioner client appointments and calendars, record attendance or otherwise, of clients on practitioner calendars and advise practitioners of client cancellations and postponements.</li> <li>▪ Participate and assist in evaluations and reviews.</li> <li>▪ Report all client concerns to line manager.</li> <li>▪ Contribute to the provision of telephone, e-mail and face-to-face reception and upcoming room booking requirements for the organisation.</li> <li>▪ Proficiency in the use of Penelope.</li> <li>▪ Demonstrated ability to work unsupervised and remain fully occupied with administrative tasks during all working hours.</li> <li>▪ Ability and willingness to be flexible and to negotiate relief when reasonably requested to do so by your Manager.</li> </ul>
<p><b>Continuous Quality Improvement</b></p> <ul style="list-style-type: none"> <li>▪ Read and comply with of all Relationship Matters' Policies and Procedures, and understand any new or updated policy as issued from time to time.</li> <li>▪ Be aware of the location on the Intranet of policy documents, forms and processes that relate to your day to day work, for reference as required.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Is able to demonstrate a working knowledge of all Relationship Matters' Policies and Procedures.</li> </ul>

### Workplace Health and Safety

- Comply with safety in the workplace.
- Take reasonable steps to prevent risks to health and safety.
- Co-operate with Team Leaders and Management to enable compliance with safety, health and environmental duties.
- Report workplace incidents, hazards, accidents and emergencies immediately.
- Understand and abide by all OH&S policies and procedures, and communicate these as required.
- Participate in training, drills and procedures.
- Report identified risks to the OH&S Representative

### Key Selection Criteria

*(Please Note: Applicants need not respond in writing to all selection criteria)*

- Initiative, timeliness and absolute commitment to customer service, responsiveness and pride in helping and professionally assisting, internal and external clients.
- Excellent organisational and time management skills demonstrated by an ability to perform multiple administrative and reception tasks at a high standard working, as part of a Client Services team.
- Ability to be the 'first face' of Relationship Matters and to represent the agency.
- The ability to make all visitors to Relationship Matters, feel welcome and respected.
- Ability to work with client anxiety and concerns, both via the phone and in person.
- Excellent interpersonal skills, including the ability to communicate effectively with people of different age groups, and diverse social and ethnic backgrounds.
- Computer competence with Relationship Matters' Client Information System (Penelope) and with the Microsoft Office Suite of programs, including Outlook, Access, Excel and Word.
- Ability to take responsibility and work unsupervised, as well as part of a team.

### Personal Qualities

- High level interpersonal capacities
- Affinity with Relationship Matters' values
- Generosity of spirit
- Capacity to 'join in'
- Team player
- Attention to detail

### Terms and Conditions

- Salary will be negotiated according to qualifications and experience, in accordance with the SCHADS Award.
- The position is subject to satisfactory performance reviews.
- A six month probationary period applies and will be formally reviewed with key responsibilities and position indicators as outcomes.
- Opportunity to access salary packaging according to Relationship Matters policy.
- Access to Employee Assistance Program.
- As an agency funded partially through the Commonwealth Department of Social Services all employees are required to sign an Oath of Confidentiality and consent to a National Police Check and hold a Working with Children Card.

### Acknowledgements

<b>Position:</b>	Client Service Officer		
<b>Name:</b>			
<b>Signature:</b>		<b>Date:</b>	
<b>CEO:</b>			
<b>CEO's Signature:</b>		<b>Date:</b>	
<b>Probationary Review:</b>	Six Months	<b>Date:</b>	