

<b>Position Title:</b> Customer Service Officer	<b>Entity:</b> Indigo
<b>Reports to:</b> Information, Intake & Advice Manager	<b>No of Direct Reports:</b> N/A
<b>Job Level:</b> Level 3-4 ILC WA Enterprise Agreement 2019	<b>Location:</b> Perth Metropolitan / Work From Home
<b>Position Requirements</b>	
<p><b>Primary Purpose</b></p> <p>The Customer Service Officer (CSO) is responsible for greeting customers (via face-to-face, telephone, or email) and accurately identifying the purpose of their contact and service required.</p> <p>Using their knowledge of Indigo services and the aged care and disability sectors, the CSO either links the customer with internal or external services or provides information and advice on assistive technology. The CSO will work within defined parameters, ensuring a high level of service is provided to all customers.</p> <p>Other key duties include general administration, database entry, supplier liaison and assisting customers to hire and/or purchase equipment.</p>	
<p><b>Key Accountabilities/Responsibilities</b></p> <p><b>Health Safety Wellbeing &amp; Environment</b></p> <ul style="list-style-type: none"> <li>Comply with all health, safety and hygiene policies, systems, and OH&amp;S legislation to maintain an appropriate working environment</li> <li>Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program.</li> <li>Contribute to a culture that supports wellbeing.</li> </ul> <p><b>Functional – Customer Service</b></p> <ul style="list-style-type: none"> <li>Provide exceptional customer service (eg; in-person, phone and virtual mediums) with an aim of first call resolution wherever possible</li> <li>Use effective communication skills to initiate, progress and maintain relationships with customers and relevant others, including greeting customers in a professional manner, identifying the purpose of the contact and whether it is an Indigo service, and progress the relationship to the appropriate next step</li> <li>Provide advice and assistance on assistive technology within CSO parameters</li> <li>Redirect the customer to an appropriate allied health professional if the customer's requirements exceed the CSO parameters and/or the CSO's level of competence, expertise and responsibilities</li> <li>Accurately enter customer details and notes into the Customer Relationship Management (CRM) database, and supplier and equipment details into relevant databases.</li> <li>Maintain knowledge of Indigo services and products, and government pathways to access aged care and disability services.</li> <li>Provide timely and accurate quotations for services to increase the number of customers into the organisation.</li> <li>Manage email and electronic portals to ensure customer queries and referrals are processed in a timely manner.</li> </ul> <p><b>Equipment/Hire CSO (Specific Duties)</b></p> <ul style="list-style-type: none"> <li>Coordination of permanent and temporary assistive technology loans on display floor</li> </ul>	

**Head Office:**

The Niche, Suite A  
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Indigo Australasia Incorporated  
ABN 82 056 232 143

- Coordination of AT on display, including liaising with suppliers, identifying gaps in equipment areas, and new products, and arranging for turnover/updating of AT in collaboration with the OT's.
- Setting up AT for therapist's appointments.
- Coordination of Hire AAC service, including making bookings, responding to customer's queries, processing hires, cleaning and preparation of devices and equipment, arranging quoting and billing and working through maintenance/repair issues.
- Providing support to GEAT team, including AT ordering, following up with customers etc.
- Supporting the establishment of retail, as required.

**Operational**

- Contribute to, and demonstrate by example, the vision, mission and values
- Participate and/or engage in all activities that relate to the Group's strategic initiatives and key issues
- Identify and implement improvement opportunities within the Group and participate in continuous quality cycle of the wider organisation by recommending improvements, reviewing processes and communicating issues that may affect the organisation
- Undertake other duties as required

**People & Culture**

- Participate collaboratively and respectfully with colleagues and leadership team to deliver integrated business outcomes
- Ensure cultural optimisation through engaging in fit-for-purpose cultural programs
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

**Administration**

- Meet activity based KPI's
- Ensure delivery of services and support within Service Level Agreements or Department goals
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures
- Ensure all documentation and associated processes are maintained and accessible in appropriate formats and designated locations

**Key Performance Indicators & Measures**

*Indicators of effective performance in the position – i.e. Factors relating to output, quality, efficiency, safety. KPI's are to be SMART and specifically measurable. They are identified in the Performance & Development Review (P&DR).*

**Key Relationships**

*Key positions or groups (internal or external) with whom the individual will interact to perform the work of the position.*

**Internal**

- Leadership Team
- Intake Team
- All other teams in the organisation

**External**

- Customers including families and carers
- Sector peers/competitors
- Consultants and advisors
- Small & Medium Enterprises
- Suppliers and vendors

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Key Behaviours			
<p><i>Behavioural competencies or 'behaviours' are effectively attributes we display as we carry out our work, and 'how'. Below identifies those KEY behaviours (6-9 key to the role) integral to the success of this position and the organisation. Delete Strategic or leadership behaviours if not applicable for the role..</i></p>			
Operational Behaviours			
Organisation & Self Management <input checked="" type="checkbox"/>	Organisation & Self Management <input checked="" type="checkbox"/>	Building Trust <input checked="" type="checkbox"/>	Communication <input checked="" type="checkbox"/>
Client Liaison <input checked="" type="checkbox"/>	Demonstrates Initiative <input checked="" type="checkbox"/>	Energy <input checked="" type="checkbox"/>	Results Focused <input checked="" type="checkbox"/>
General Assessed			
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit

Work-related requirements
<p><b>Knowledge &amp; Skills (Social, Personal &amp; Technical) &amp; Equipment</b></p> <p><i>The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position</i></p> <ul style="list-style-type: none"> <li>• Capability to build relationships and effectively communicate with others with adaptive communication style</li> <li>• Ability to liaise with team, leaders and key stakeholders both internally and externally</li> <li>• Ability to work in a team as a productive and cohesive team member</li> <li>• Ability to critically think, use initiative and work independently, exercising sound judgement</li> <li>• Ability to prioritise and meet deadlines, sometimes working with incomplete information or unpredictable demands</li> <li>• Customer Service skills</li> <li>• Proficiency with ITC, including client data bases and Microsoft office suite</li> <li>• Sound understanding of customer relationship management</li> </ul>
<p><b>Work Experience</b></p> <p><i>The type and extent of previous work experience that is necessary to perform in the position</i></p> <ul style="list-style-type: none"> <li>• Role/s in similar position and/or industry, with exposure to at least one of the functional areas encompassed by this role</li> <li>• Operational experience (desirable): assistive technology, aged care and disability sector/provider</li> </ul>
<p><b>Qualifications</b></p> <p>Year 11 or above secondary school completion</p> <p>Certificate / qualification in relevant disciplines (or) significant relevant industry and positional experience.</p> <p>National Police Clearance</p> <p>NDIS Worker Screening Check</p> <p>Current Drivers' Licence (desirable)</p> <p><b>Other work-related requirements</b></p> <p>Some CSO roles may need to undertake occasional overnight travel to regional Western Australia or work outside of core operational hours</p>

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<b>Extent of Authority</b> Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.
Date Created: <b>04/02/2020</b> Prepared By: Lisa Karabin (P & C Professional) & Joanne Lister (Intake Manager) Approved By (Leader): Joanne Lister Approved By (P&C): Lisa Karabin Date Reviewed/Modified: Jenny Bishop 05/01/2020
Related Documents: <b>PD Work Instructions, Behaviours Guide</b>
<b>Risk Assessed Role (NDIS Worker Screening Check) Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></b> <b>Risk Assessed Criteria:</b> C) A role for which the normal duties is likely to require more than incidental contact with a person with disability <b>Date the role was assessed:</b> 01 February 2021 <b>Assessed By (Name of Manager):</b> Lisa Karabin, People & Culture Manager

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