



CUSTOMER SERVICE OFFICER

Base Location:	Atherton Office	Reports To:	CSC/CEO
Region:	Cairns ESA	Industrial Instrument:	VPG Collective Agreement
Salary Package:	\$47,500 + NFP Tax Benefits + Superannuation		
Resources:	Work Computer	Fixed Term Contract:	12 Months

About us

VPG is a non-profit organisation that has been improving child and youth transitions in Far North Queensland for over 20 years. With 5 Centres in Cairns, Yarrabah, Innisfail, Atherton & Mareeba, we have assisted thousands of young people. We seek to empower youth, strengthen families and build the capacity of education, industry and communities through quality partnerships. www.vpginc.com.au

About our thinking

VPG uses the concept of Advantaged Thinking to direct the way we work with young people. VPG acknowledges that young people have a vital contribution to make to the social and economic life of our communities and society, and that to do so all young people should have access to the opportunities and social networks that facilitate this social and economic participation. VPG invests in building young people's abilities, harnessing them for personal as well as social good.

By making a positive investment in young people, the approach focuses on developing their assets, and on co-creating solutions – real jobs, real education and real community connections – to enable them to achieve independent adulthood.

About our values

At VPG our exceptional organisational culture is aligned to our values being **compassionate, generous, inclusive, responsible** and **fun**. We expect you to demonstrate these behaviours throughout your career with us.

About the position

You are responsible for assisting the CS Coordinator to deliver the corporate, business services and administrative functions of the organisation. You will work to support the organisation's vision by providing best practice customer services, both internally and externally, to ensure timely support and resolution of matters relating to the corporate services functions of VPG.

Key Responsibilities – Customer Service

- Contribute to Day to Day customer service ensuring customers are provided an excellent level of service – contact centre & counter administration.
- Role model excellent service and commitment to customer satisfaction.
- Identify trends and methods for improved customer service delivery to the community, on an ongoing basis
- Actively support the Corporate Services Coordinator to ensure the successful implementation of projects and initiatives.

Success Indicators for Core Responsibility 1

- Customers visiting VPG Centres are welcomed and responded to in a courteous, culturally appropriate and professional manner.
- Stakeholders are consistently provided accurate information about VPG programs, services, wage subsidies and appointments promptly.
- Feedback/Complaints are managed for resolution.
- Work flow is effectively planned, organized and coordinated.
- Confidential paperwork is stored safely and securely.

Measurable Key Performance Indicators for Core Responsibility 1

- Demonstrated knowledge of VPGs purpose, programs and services and can communicate this information effectively.
- Enquiry response times meet set targets.
- Positive feedback from customers and stakeholders.
- Calendars and Appointment Schedules are effectively managed.
- Required client/employer paperwork is completed and retained according to office procedures.
- Contractual requirements are achieved.

Core Responsibility 2 – Compliance and Administration

- Maintain administrative compliance with all contracts, legislative and funding requirements, including filing systems, data bases and document retention.
- Ensure client confidentiality, including the handling of personal information, is always maintained.
- Complete program administration ensuring work output targets are met.
- Ensure quality, efficiency and effectiveness in the management or data associated with VPG services.
- Participate in audits to ensure program data is processed correctly; implementing corrective actions and process improvements based on findings.
- Participate in claims processing for Australian Government contracts ensuring compliance with all regulations and contractual requirements.

Success Indicators for Core Responsibility 2

- Program administration/documentation is processed according to established procedures.
- Documentation is handled within confidentiality guidelines.
- VPG data and record handling is compliant with all contracts, legislation and security protocols.
- Claims and Outcomes are effectively monitored for achievement.

Measurable Key Performance Indicators for Core Responsibility 2

- Zero confidentiality breaches.
- Claims are achieved through the effective collection & management of documentation & post-placement support in a timely manner.
- Demonstrated knowledge and practice of administrative & security protocols.
- Administrative procedures are followed.
- Program Administration is completed to timeframes.
- Capable of backfilling/supporting all corporate/customer service areas.
- Delegated reports are provided outlining corrective compliance needs, outcome progression etc.

Key Responsibilities – Corporate Services

- Participate in the maintenance of facilities, fleet, plant & equipment including the allocation of tools to staff.
- Participate in the maintenance of ICT ensuring it is functional and a tool for service delivery.
- Assist to manage VPG supplier contracts and internal resources.
- Support VPGs marketing and promotion strategies.
- Enable the Executive Assistant to meet all internal and external financial reporting requirements.

Success Indicators for Core Responsibility 3

- Well maintained Fleet with zero incidents relating to maintenance.
- Zero workplace centre health and safety incidents relating to maintenance.
- Functioning ICT Resources and Plant/Equipment for Service Delivery.
- Centres are resources appropriately and to budget.
- Financial Compliance is Achieved for auditing.

Measurable Key Performance Indicators for Core Responsibility 3

- Fleet Register reports weekly monitoring, maintenance, services, repairs, incidents, insurance & registration.
- Facilities/Property including outdoor areas are well maintained; clean and safe environments.
- Staff report satisfaction with ICT resources ensuring good service delivery.
- Staff report satisfaction with administrative supplies.
- Staff report plant & equipment allows them to work effectively within the open office setting.
- Financial Documentation is submitted to set timeframes.

Key Responsibilities – Integrity & Productivity

- Ensure behaviour during all work interactions is aligned to our values of being compassionate, generous, inclusive, responsible and fun.
- Comply with all VPG policies and procedures.
- Actively contribute and participate as a VPG team member across all programs exchanging ideas and information on a regular basis.
- Maintain and develop your professional skills, seeking opportunities to ensure a high level of technical proficiency and personal effectiveness.
- Fulfil other tasks that your manager reasonably asks you to perform.
- Maintain an understanding of all VPG services to confidently communicate with and promote to external stakeholders.
- Understand the nature of risk when undertaking daily duties and the importance of complying with relevant legislation and service standards, reporting any known breaches to their Manager.
- Undertake a range of duties to ensure the smooth running of VPG Centres including but not limited to reception, washing up, emptying rubbish, putting away equipment, checking mail, maintaining vehicles, purchasing supplies.

About you

Qualifications & Experience

- Relevant qualifications/experience within the business sector will be highly considered.
- A high level of cultural awareness.
- Well-developed communication, problem solving and interpersonal skills.

Mandatory Requirements

- A current QLD Driver's License.
- Current Clear Australian Police Check provided prior to commencement.
- Eligibility for a Suitability Card for Child Related Employment (Blue Card registration)
- Strong computer competency across Microsoft applications.

To Apply

- Resume (Max 3 Pages) outlining work and education history
- Introductory Letter (1 Page) that answers the following questions:
 1. What interests you in working for VPG
 2. What makes you suitable for this role
- Applications should be submitted in PDF Format

Email Application to Angela Wienert – angela@vpginc.com.au; Apply as soon as possible.

We conduct Interviews during business hours Monday to Friday 9am – 5pm. Please note that only short-listed candidates will be contacted regarding their application.