

**Position Description**

<b>Position Title</b>	Customer Service Officer
<b>Program</b>	Workforce Australia
<b>Reports to</b>	WFA Site Manager (Preston)
<b>Instrument / Award</b>	<input checked="" type="checkbox"/> Enterprise Agreement (EA) <input type="checkbox"/> Social, Community, Home Care & Disability Services Award <input type="checkbox"/> Health Professionals and Support Services Award <input type="checkbox"/> Cleaning Services Award <input type="checkbox"/> Clerks Private Sector Award <input type="checkbox"/> Common Law / Non-Award <input type="checkbox"/> Other
<b>Classification</b>	A3- Pay point dependent on experience

**ABOUT US**

Since 1986, Opendoor has been creating opportunities for individuals when they need it most. As a national community services not-for-profit, we provide services and programs that span employment, training, disability, youth, allied health and social enterprise that assist individuals to gain confidence, skills, and independence.

Each year, we improve the lives of thousands of individuals across Australia, offering practical solutions that empower them to build better futures. With a strong presence in Victoria and Queensland and a committed team, we work alongside individuals to understand their challenges and goals and provide the right resources at the right time.

**Our Vision:** Improving lives through dignity and choice.

**Our Mission:** Empowering people to achieve a meaningful role in society.

**VALUES**

In carrying out our day-to-day work, Opendoor management and staff aspire to Opendoor’s values:

- **Relationships** that embrace dignity, community and mutual respect.
- **Optimism** that is lived out in positive attitudes about people and expectations of success and growth.
- **Innovation** including creativity, responsiveness, risk taking and flexibility.
- **Diversity** that acknowledges differences and appreciates the diverse needs and skills of each person.
- **Advocacy** that makes us socially pro-active for the disadvantaged.
- **Staff** who are committed to the goals of the organisation and to their own development.



**ROLE PURPOSE**

The Customer Services Officer (CSO) The Customer Service Officer is the first point of contact for Open Door clients – via phone and in person, providing timely, respectful, and accurate support across enquiries, applications, and service interactions. The role focuses on building trust with customers, resolving issues efficiently, and ensuring records and systems are maintained to a high standard. Working as part of a supportive team, the Customer Service Officer contributes to continuous improvement by identifying common issues, escalating risks, and helping improve the overall customer experience.

**KEY RELATIONSHIPS**

**Internal**

- WFA managers and staff
- Customer Service Officers
- Local Site Staff

**External**

- Participants
- Training Providers
- Employers

**SCOPE**

<b>Direct Reports</b>	<b>Indirect Reports</b>	<b>Budgeted Financial Responsibility</b>	<b>Delegated Financial Authority</b>
Nil	Nil	Nil	Nil



<b>RESPONSIBILITY AREAS</b>	
<b>Administrative and Office Support</b>	<ul style="list-style-type: none"> <li>▪ Provide high-quality administrative support to site staff and Head Office, including data entry, database maintenance, filing, document preparation, mail handling, and word processing.</li> <li>▪ Complete tasks accurately and within required timeframes to support smooth day-to-day operations.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>▪ Act as the first point of contact for clients, members of the public, and stakeholders by providing professional, friendly, and timely responses to telephone and front-desk enquiries.</li> <li>▪ Accurately assess and refer enquiries to the appropriate program area or staff member to ensure customer needs are met efficiently.</li> </ul>
<b>Systems, Records and Quality Management</b>	<ul style="list-style-type: none"> <li>▪ Ensure accurate record-keeping and compliance with organisational policies and procedures, including quality management requirements.</li> <li>▪ Monitor and forward customer feedback in a timely manner and support the delivery of customer-driven services.</li> </ul>
<b>Teamwork, Communication</b>	<ul style="list-style-type: none"> <li>▪ Contribute to team outcome targets by working collaboratively with colleagues, identifying and escalating issues impacting service delivery, and participating in service planning and review activities.</li> <li>▪ Undertake other duties as required, consistent with the role’s award classification.</li> </ul>
<b>Compliance</b>	<ul style="list-style-type: none"> <li>▪ Monitors and ensures compliance with Opendoor’s policy and processes and facilitates education and awareness where needed.</li> <li>▪ Commit to providing professional and safe services to all clients, including children and young people.</li> <li>▪ Commit to creating an environment to ensure all clients are safe and free from abuse, neglect, violence, and preventable injury.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Work to continually improve Opendoor systems and processes to maximise employee efficiency, effectiveness, and productivity to deliver quality outcomes for consumers and participants.</li> <li>▪ Actively contribute to this process of continuous improvement by always seeking better ways to support and assist colleagues and Senior Leadership.</li> </ul>
<p><b>Work Health and Safety</b></p> <p>At Opendoor, safety is essential to delivering high-quality, person-centred services. Every employee is responsible for promoting health, safety, and wellbeing of participants, colleagues, and visitors. All employees must:</p> <ul style="list-style-type: none"> <li>▪ Take responsibility for their own safety and support the safety and dignity of others.</li> <li>▪ Identify and report risks, hazards, and incidents properly.</li> <li>▪ Comply with Opendoor OH&amp;S <a href="#">policy, procedure</a> and safe work practices.</li> <li>▪ Follow directions given by coordinators, site managers or any OH&amp;S representatives.</li> <li>▪ Contribute to a positive safety culture that supports safe, respectful, and high-quality service delivery.</li> </ul>	

**SUCCESS MEASURES**

- Accuracy and Timeliness of Administrative Support – routine administrative tasks (data entry, mail handling and document preparation) are completed accurately with minimal errors and within agreed timeframes
- Quality of Customer Service – Telephone and in-person inquiries are answered promptly, professionally and courteously, with enquiries accurately triaged and referred to appropriate staff or program area
- Compliance, feedback and procedure adherence – Feedback received is logged and forwarded to the manager, and all policies and procedures are followed
- Team contribution and continuous improvement – this role contributes to achieving team outcome targets by communicating issues or risks promptly and participating in service planning and review activities.

**SKILLS, QUALIFICATIONS, EXPERIENCE**

**Essential**

- Customer-focused communication
- Administrative accuracy and organisation
- Judgement and problem escalation

**Desirable**

- Experience with Microsoft
- Experience with procurement and invoicing

**COMPETENCIES AND CAPABILITIES**

<b>Customer Focus &amp; Service Excellence</b>	<ul style="list-style-type: none"> <li>▪ Provides professional, respectful and timely front-of-house and telephone service to clients, visitors and stakeholders</li> <li>▪ Builds rapport with people from diverse backgrounds, including young people and job seekers</li> <li>▪ Accurately assesses enquiries and resolves issues or escalates appropriately to ensure a positive client experience</li> </ul>
<b>Communication &amp; Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>▪ Communicates clearly, confidently and courteously in verbal and written interactions</li> <li>▪ Listens actively to understand client needs and responds in a calm, supportive manner</li> <li>▪ Works effectively with internal teams to support smooth service delivery across programs</li> </ul>
<b>Administrative &amp; Digital Capability</b>	<ul style="list-style-type: none"> <li>▪ Completes administrative tasks accurately, including data entry, filing, scanning, invoicing and record maintenance</li> </ul>



	<ul style="list-style-type: none"> <li>▪ Uses Microsoft Office and internal systems efficiently, with the ability to learn new systems quickly</li> <li>▪ Maintains accurate records in line with organisational, funding and quality requirements</li> </ul>
<b>Organisation &amp; Attention to Detail</b>	<ul style="list-style-type: none"> <li>▪ Manages competing priorities and workloads effectively in a busy reception and office environment</li> <li>▪ Demonstrates high attention to detail to minimise errors in records, documentation and transactions</li> <li>▪ Ensures tasks are completed within required timeframes to support site operations</li> </ul>
<b>Judgement, Initiative &amp; Problem Solving</b>	<ul style="list-style-type: none"> <li>▪ Uses sound judgement to triage enquiries, identify risks and escalate matters when required</li> <li>▪ Demonstrates initiative and a proactive “can-do” approach to supporting staff and clients</li> <li>▪ Identifies opportunities to improve processes and customer experience</li> </ul>
<b>Teamwork &amp; Collaboration</b>	<ul style="list-style-type: none"> <li>▪ Works cooperatively as part of a site-based and broader organisational team</li> <li>▪ Supports team outcome targets by sharing information, assisting colleagues and contributing to service improvement</li> <li>▪ Demonstrates flexibility and willingness to assist across programs as required</li> </ul>
<b>Compliance, Safety &amp; Professional Conduct</b>	<ul style="list-style-type: none"> <li>▪ Adheres to Opendoor policies, procedures, Employment Services Code of Practice and Child Safe Standards</li> <li>▪ Maintains confidentiality and privacy in handling client and organisational information</li> <li>▪ Contributes to a safe, respectful and inclusive workplace and promotes child safety at all times</li> </ul>

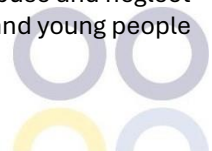
**NATIONAL STANDARDS FOR DISABILITY SERVICES**

Opendoor is an Australian Government-funded disability service provider and is committed to everyday practice to meet the National Standards for Disability Services. These standards promote and drive a nationally consistent approach to improving the quality of services and focus on rights and outcomes for people with disabilities. The six (6) standards relate to rights; participation and inclusion; individual outcomes, feedback and complaints; service access; and service management.

Opendoor is also committed to following the Employment Services Code of Practice that set out the principles and standards for delivering employment services.

**WE ARE A CHILD SAFE ORGANISATION**

Opendoor is committed to creating and maintaining a child-safe organisation where children and young people are safe, feel safe, and their voices are heard. We have zero tolerance for child abuse and neglect and are dedicated to upholding the rights, wellbeing, and cultural safety of all children and young people involved in our programs.



At Opendoor, keeping children safe is a core part of who we are. All employees must act in accordance with our Child Safety Code of Conduct and Child Safe Standards Policy; model respectful behaviours; and actively contribute to a culture where children are valued and protected.

Employment with Opendoor is subject to satisfactory background checks, including a Working with Children Check, National Police Check, NDIS Worker Screening Check (where applicable), and thorough reference checks.

## ACKNOWLEDGEMENT

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of duties. As a growing organisation, you will be expected to perform other job-related tasks as requested by management and as necessitated by the development of this role and the organisation.

This position description is subject to review and may change in accordance with Opendoor's operational, service, consumer, and participant requirements.

