

POSITION DESCRIPTION

Position Title:	Contact Centre Officer
Department:	Employment Services

ORGANISATIONAL INFORMATION

MADEC is a successful not for profit and charitable organisation, with a proud 50 year history of providing relief to people experiencing poverty or distress. Through our four core business units;

- Employment Services
- Education and Training
- Labour Hire
- Harvest;

We recognise the importance of self-worth and self-fulfilment and we recognise that those who are, or may be, disadvantaged need and deserve our help.

Working in accordance with the guidelines set down by the Government, our business operation is focused on gaining successful employment outcomes for our clients. This is achieved by working with our clients to ensure we understand their barriers to employment, upskilling and providing training solutions, sourcing work opportunities via labour hire, harvest or by partnering with business and industry stakeholders to secure sustainable work options for our clients

PRIMARY PURPOSE OF ROLE

In response to the COVID-19 pandemic and the impact upon business and industry sectors, we are establishing a Contact Centre to address the expected increase of people requiring welfare support and assistance.

Working either as part of a remote team that is home based, or based at one of our MADEC offices, you will be responsible for making phone contact with newly registered job seekers, conducting an initial interview, and recording and uploading required information into Company/Department software program.

KEY RESPONSIBILITIES / DUTIES

Manage interviews via phone with newly registered job seekers to:

- introduce them to MADEC services;
- complete a Job Readiness Assessment;
- complete a tailored job plan;
- provide information on current job vacancies and job search strategies; and
- book job seeker a future appointment with relevant jobactive or disability employment services (DES) staff member.

Record initial interview and update Company and Department software platform.

Maintain privacy, confidentiality, and security of all job seeker records (according to the Social Security and Privacy Acts)

Provide progress reports to Supervisor on number of job seekers contacted each day.

Correctly document information in accordance to the Departments guidelines and MADEC Work Instructions.

Comply with all Work, Health, Safety and Environmental system requirements which provide a safe and healthy work environment, free from sexual harassment and discrimination.

Adhere to MADEC's policies and procedure and "Code of Conduct" for employees.

WORKING FROM HOME REQUIREMENTS

Should your position be home based, to ensure you can perform the role, you must have the following:

- a safe space to use as a home based office (refer to the *MADEC Working from Home Policy_COVID-19*);
- a computer. The following devices are compatible:
 - Windows (Windows 7 or later) or MacOS (MacOS10.12 or later) based device, be that a PC or laptop;
- a stable internet connection with available usage data

Qualifications and Experience:

Qualification/ Licences:	<ul style="list-style-type: none"> ▪ National Police Check
Skills:	<ul style="list-style-type: none"> ▪ Ability to effectively work with diverse range of clients (youth, disability, indigenous, mature age) ▪ Proactive approach and willingness to assist others ▪ High level interpersonal and communication skills ▪ Strong organisational and time management skills ▪ Ability to work independently and without direct supervision ▪ Moderate computer literacy – ability to use Microsoft office applications (word, outlook)

Competencies *All employees must:*

Adaptable	<p>Maintain focus and productivity in changing environments, responsibilities and people.</p> <p>Remain positive in the face of change, take steps to recognise need for change and understand and support changes as we strive for business excellence.</p>
Accountability	<p>Accept responsibility for own actions and decisions and demonstrates commitment to accomplish work in an ethical, efficient and cost-effective manner.</p>
Communication	<p>Communicate effectively and transparently.</p> <p>Engage and inspire other through clear oral and written communication.</p>
Customer focus	<p>Ensure internal and external customers/clients are at the forefront of our minds in all that we do.</p> <p>Act in the best interest of our customers/clients by working with them to understand their needs and to build mutual respect that leads to mutually beneficial outcomes.</p>
Integrity	<p>Be authentic.</p> <p>Maintain personal credibility and uphold ethical standards.</p> <p>Fosters respect for all individuals and points of view.</p> <p>Interacts appropriately with all members of the workforce, clients and business and community partners without regard to individual characteristics.</p>
Team Work	<p>Work cooperatively and effectively with others to achieve department and organisational goals.</p> <p>Participate in building group identity characterised by trust, pride and commitment.</p> <p>Build strong intra and inter department relationships and partnerships to ensure business success.</p>

Accountability

We do what we say we will do and are responsible for our actions.

Authenticity

We remain true to our core purpose. We are honest, trustworthy and transparent.

Courageousness

We act ethically and stand up for what is right, just and fair.

Passion

We believe in what we do and will not waver in our commitment to achieving expected outcomes.

Inclusiveness

Everyone matters, we are "all" community.

Excellence

We are committed to continuous improvement in all we do.

Role Description reviewed by:

Employee Name:	L.Williams	Title:	HR Manager	Date:	01/04/2020
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Employee acknowledgement of Position Description:

Employee Name:		Signature:		Date:	/ /
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Please provide copy of Position Description to employee.
Employee to sign and return to Human Resources.