

## Customer Service Officer: Position Description

<b>Title:</b>	Customer Service Officer (CSO)
<b>Reports to:</b>	CEO (or delegate)
<b>Primary Objective</b>	<ul style="list-style-type: none"> <li>• The Customer Service Officer (CSO) works towards providing a positive, supportive experience to everyone that touches SPELD Victoria.</li> <li>• This position provides Front of House Reception and works across the range of services of the SPELD Victoria office and organisation to ensure effective service provision.</li> <li>• The CSO provides occasional office support to the CEO and core staff.</li> <li>• This is a part-time position working up to 7 hours per day on 4 days per week.</li> </ul>
<b>About the Organisation</b>	<p>SPELD Victoria is a Not for Profit registered charity which commenced in 1969. We want to see that all Victorians have the opportunity to achieve their highest learning potential.</p> <p>We aim to ensure that:</p> <ol style="list-style-type: none"> <li>1. All Victorians understand their learning disorder (if any) and relative strengths (learning profile) and their traditional literacy potential</li> <li>2. Children with SLD's use effective interventions to achieve their traditional literacy potential as quickly as possible</li> <li>3. Children achieve their academic potential; supported effectively by capable schools and informed teachers</li> <li>4. Children achieve their highest learning potential supported by empowered and informed parents</li> </ol> <p>The FAO drives outcomes against all goals in direct and indirect ways. So they will be measured against their contribution to our goals as defined annually.</p> <p>SPELD Victoria provides information and services to children, young people and adults with Specific Learning Difficulties and those who care for, teach and work with them.</p>
<b>Position Responsibilities</b>	
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Customer service to all clients and other stakeholders of SPELD Victoria</li> <li>• Front of House and reception duties including making bookings and taking payments for the diagnostic assessment service; some resources; and potential new tutoring service</li> <li>• Database management as we transition from Front Desk customer management system to Salesforce CRM</li> <li>• Manage membership base in Salesforce, Shopify orders and front of house sales</li> <li>• Support to the psychologists and wider SPELD Victoria team</li> <li>• Liaison with key stakeholders across the education, health, disability and community sectors.</li> </ul>	

**Service support**

- Scheduling and co-ordination of Diagnostic assessments, counselling and consultations.
- Support for delivery of SPELD Victoria events as required

- Oversight of office facility management and organisational environment
- Data collation, basic research and general administrative duties as required in a small diverse organisation
- Occasional assistance to the CEO and Committee Directors as directed by the CEO or delegate.

**Communications**

- Oversight of social media platforms on the website
- Support the Events and Fundraising Coordinator with the collation and uploading of new data to the website
- Responsibility for requesting content from the SPELD Community and other internal or external stakeholders as relevant for inclusion on the website or social media

**Self-management**

- Managing own self and needs and identifying when and how you need support to have a balanced and engaged work life
- Take responsibility for own learning and continuous improvement
- Compliance with all SPELD Victoria policies and procedures.

**Key performance indicators**

This position supports outcomes against all SPELD's goals in direct and indirect ways. Success will be measured against your contribution to our goals which are:

**Engagement:** A collaborative work ethos that produces mutual gains for members, stakeholders and SPELD Victoria.

**Enablement:** Feeling able to achieve learning potential and navigate whatever life throws at you

**Excellence:** A gold standard of efficient effectiveness.

**Selection criteria****Essential:**

1. Excellent interpersonal skills and capacity to relate to all ages.
2. Excellent organisational and facility management skills.
3. Experience in basic research and data analysis.

**Desirable:**

1. Knowledge and/or interest in Specific Learning Difficulties including Dyslexia.
2. Experience in use of Salesforce CRM and Appointiv booking system
3. Experience in sales.

**Other Information**

- Position Pre-requisites: 1) current Working with Children (WWC) Check, 2) Police Check; and 3) willingness to sign SPELD Victoria's Code of Conduct and Vaccination Proof
- The position is located at Donkey Wheelhouse, Level 3, 673 Bourke St, Melbourne