

First in First Aid



## **Position Information Pack**

# **Customer Service Officer Central Training Region (Clare)**

(Part time)

*February 2010*

ST JOHN AMBULANCE AUSTRALIA SA INC  
85 Edmund Avenue UNLEY SA 5061

## INSTRUCTIONS TO APPLICANTS

\*\*Applications that are incomplete or received after the closing date and time will not be considered\*\*

### 1 Educational Qualifications

Information supplied should include a brief record of relevant school or further education. Relevant subjects may be listed with the standard of pass indicated. Qualifications should indicate the major field of study where this is not clear from the title of the qualification.

### 2 Employment History

Be brief and concise for each position held. It is an advantage to show where previous employment may be relevant to the position. St John may contact previous employers in the course of the selection process.

### 3 Experience and Expertise

Please address the competencies, personal and academic/technical, in your application. You should also indicate your ability to meet the position tasks. The information you provide should allow the selection panel to assess your case for consideration for an interview. The panel should be able to see that you have an understanding of the position and also that you have the skills and experience to be competitive for the vacancy.

### 4 Referees

Upon request you must supply the names and telephone contact details for 3 referees (2 professional, including position and company name, and 1 personal). By providing these details you acknowledge that St John may contact your referees in the course of the selection process. Contact of the referees by the panel does not indicate successful application.

### 5 Selection Process

A panel will select a short list of applicants for an interview based on written applications received. The chosen applicant **may** be required to do a fitness assessment. A National Police Certificate issued within the last 6 months must be presented before employment can be confirmed. This will be discussed further during the interview process.

### 6 Communication Process

The email address on your application will be used to acknowledge the application has been received. Applicants selected for an interview will be notified by telephone.

### 7 Closing Date

The closing date for applications is **Friday 5<sup>th</sup> March 2010 at 5pm.**

Please forward your completed application to:

**Barbara Snaddon**

**Regional Manager**

**St John Ambulance Australia SA Inc**

**324 Main North Road, Clare SA 5453**

[barbaras@stjohnsa.com.au](mailto:barbaras@stjohnsa.com.au)

## **St John Ambulance Australia South Australia Inc**

St John Ambulance has been serving members of the South Australian community since 1885. St John volunteers are dedicated to community service and they undertake activities designed to relieve human suffering and help people in times of sickness, distress, suffering or danger without distinction of race, social standing or creed.

In South Australia St John is involved in five key areas:

**Training** provides first aid training and information to the public, the corporate sector, and St John volunteers. We offer a range of courses from our mainstream Senior First Aid to resuscitation and defibrillation. Courses are offered at St John Centres and other venues across the State, with Regional offices in Unley, Barmera, Whyalla, Mt Gambier, and Clare. In 2008/09 over 50,000 people were trained by St John in one of our courses, with national clients including Coles Myer, Bridgestone Australia, and Telstra.

**Operations** focuses on the provision of skilled, equipped, uniformed volunteers who provide a professional level of compassionate first aid services at public events. Our members can also be readily mobilised to provide first aid as part of the State Disaster Plan. St John has a strong commitment to serve the needs of young people through its Cadet movement. Currently about 1700, volunteers continue to be actively involved across the State.

**Community Care** provides the Neighbourhood Care Program which has non-uniformed volunteers who offer friendship and caring support to people in need. Members help in a variety of ways from assistance with shopping to a friendly chat over coffee on a regular basis to isolated frail aged and younger disabled people. Neighbourhood Care volunteers work in eight areas across the State and number over 400.

**The St John Shop** provides first aid kits, equipment and supplies to the public, the corporate sector, and St John volunteers. The St John Shop has retail outlets in Parkside, Barmera, Whyalla, Mt Gambier, and Clare, and provides services to such national clients as Woolworths and Microsoft.

## **The Position**

The position description is included in this information pack.

The position is located at Clare Regional Office, 324 Main North Rd, and will be part of the Training Services Team. The position answers to the Regional Manager, Central Training Region.

## **Employment Arrangements**

Paid members are employed under the St John Enterprise Agreement 2006, and the commencement salary base for this position is Grade 3, Level 1 FTE depending on experience. Compulsory employer superannuation payments are in addition to the salary and the successful applicant may opt to take part in a salary packaging arrangement. Salary packaging is allowed to the level of 50% of the employee's salary or the statutory \$29,000 limit, whichever is the lower amount

\*\* Salary packaging is based on the maximum entitlement that the employee can take advantage of to the total grossed-up amount inclusive of GST. If the full entitlement is not taken the package is reduced in proportion to the reduction in the packaging arrangement.

**Employment will be subject to a three-month probationary period.**

## **Further Information**

Should you wish to obtain further information please contact Barbara Snaddon on (08) 8842 1064.

<b>POSITION TITLE:</b>	<b>Customer Service Officer - Training</b>
<b>POSITION LOCATION:</b>	<b>Various Locations (as per Letter of Employment)</b>
<b>HOURS:</b>	<b>Permanent (Hours as per Letter of Employment)</b>
<b>LEVEL:</b>	<b>Grade 3 Level 1 (Traineeship Grade 2 Level 3)</b>
<b>REPORTS TO:</b>	<b>Regional Manager</b>

### **Position Purpose**

Support the business functions of the training region by providing accurate and complete training information is provided to clients and accurate and timely processing of training administrative tasks

### **Authority and Accountability**

The Customer Service Officer – Training reports to the Regional Manager

### **Selection Criteria**

#### **Essential**

- Demonstrated intermediate proficiency in a range of software applications including Word Processing, Spreadsheets, Database, and Email
- Demonstrated experience in a customer service environment
- Evidence of qualifications or experience in data entry
- Evidence of speed and accuracy in data entry
- Hold a current Drivers Licence.

#### **Desirable**

- Qualifications in Call Centre Operation or Business Administration

**If the Customer Service Position is filled through a traineeship, the above criteria must be met by the completion of the traineeship**

### **Duties**

The incumbent will undertake the duties of this position with reference to the Values of St John Ambulance Australia and the Vision, Mission, and Goals of St John Ambulance Australia SA Inc.

- Work effectively in vocational education and training
- Contribute to workplace innovation
- Provide quality customer service and process sales
- Process Customer Complaints
- Utilise a knowledge management system

### **Hours**

As per letter of employment, with the goal to maintain an open Regional Office between 8.30 am – 5 pm. Monday to Friday. Where more than 1 Customer Service Officer or Administration Assistant is employed in a Region, hours may be negotiated to allow a wider spread of office work hours.

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**Other Position Requirements**

Other conditions of this position are as documented in the St John Ambulance Australia SA Inc Employee Collective Agreement 2006 and St John Ambulance Australia policies.

The incumbent must also have certain physical requirements/fitness levels. Tasks within the position include the manual unloading of pallets of supplies, including boxes that may weigh up to 10 kgs and the packing and storing of packages of up to 12kgs, on shelves to a height of 2 metres. Equipment including trolleys, hand trucks, and ladders/steps are available to complete these tasks.

**Remuneration and Working Conditions**

The Customer Service Officer is employed under the St John Collective Agreement 2006, and the commencement salary is in the range \$1353.89 to \$1,488.40 per fortnight (Grade 3, Level 1 to 5) depending on qualifications and/or experience with up to four annual increases. or, \$1,286.65 to \$1,353.89 (Grade 2 Level 3 to 5) depending with two annual increases if on a traineeship.

A salary packaging arrangement is offered where the Customer Service Officer may agree to substitute non-cash benefits in lieu of a proportion of the salary. The limit of such benefits shall be 50% of the salary prescribed or the maximum statutory limit per employee whichever is the lesser amount.

Nominal working hours are 8.30am to 5.00pm Monday to Friday however the position requires flexibility in hours including after hours work. Overtime or time off in lieu is negotiated to compensate for excessive additional after hours work.

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**Other Information relating to the Position**

The following information gives more detail about the requirements of the position.

The Customer Service Officer – Training is a member of the Regional Customer Service Team. The Regional Customer Service Team comprises the Regional Manager, Training Coordinators, Customer Service Officers, Training Support Officers, Administration Assistants – Training, and Supplies Assistants in a specific Region.

Where more than one Customer Service Officer or Administration Assistant is employed in a Region, accountability for specific duties will be allocated evenly, however all incumbents are required to maintain skills and knowledge of all processes and tasks.

<b>Position Requirements</b>	<b>Position Tasks</b>	<b>Key Performance Indicators</b> Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by St John SA after discussion with the incumbent, for each year (or other set period) and performance will be reviewed against those KPIs.
<b>Work effectively in vocational education and training</b>	<ol style="list-style-type: none"> <li>1. Work within the vocational education and training policy framework and St John Ambulance’s quality framework</li> <li>2. Manage work and work relationships</li> <li>3. Demonstrate a client-focused approach to work</li> </ol>	<ol style="list-style-type: none"> <li>1. Follow St John Customer Service Standards</li> <li>2. Participate in internal and external development opportunities as agreed with Manager</li> <li>3. Discuss and/or resolve conflict situations with St John members using documented Conflict Resolution process</li> <li>4. Follow agreed standards of interaction with other members of St John</li> </ol>
<b>Contribute to workplace innovation</b>	<ol style="list-style-type: none"> <li>1. Identify opportunities to do things better</li> <li>2. Discuss and develop ideas with others</li> <li>3. Address the practicalities of change</li> </ol>	<ol style="list-style-type: none"> <li>1. Participate in review of work practices and processes, and complete related actions within agreed timelines</li> <li>2. Actively participate in Team meetings and complete related actions within agreed timelines</li> </ol>
<b>Provide quality customer service and process sales</b>	<ol style="list-style-type: none"> <li>1. Receive an inbound inquiry</li> <li>2. Make an outbound contact</li> <li>3. Establish a relationship with the customer</li> <li>4. Determine customer requirements</li> </ol>	<ol style="list-style-type: none"> <li>1. Process non-phone bookings within 4 hours of receipt</li> <li>2. Return inbound messages within 4 hours of receipt</li> <li>3. Complete TASS booking record with data as</li> </ol>

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	<ul style="list-style-type: none"> <li>5. Close sales</li> <li>6. Input sales record</li> <li>7. Refer and transfer a customer to another agent</li> </ul>	<ul style="list-style-type: none"> <li>specified in Work Process</li> <li>4. Process rolls for 4 classes per day when rolls available</li> <li>5. Print certificates and prepare for distribution within 1 day of roll processing</li> <li>6. Refer requests for Corporate Bookings to Training Coordinator/Regional Manager immediately</li> <li>7. When in a retail location, follow St John Retail standards and procedures</li> </ul>
<b>Process Customer Complaints</b>	<ul style="list-style-type: none"> <li>1. Respond to complaints</li> <li>2. Refer complaints</li> <li>3. Exercise judgement to resolve customer service issues</li> </ul>	<ul style="list-style-type: none"> <li>1. Document complaints in the Complaint register within 1 hour of receipt</li> <li>2. Resolve or refer complaints by referral to Customer Complaint Work Process</li> </ul>
<b>Utilise a knowledge management system</b>	<ul style="list-style-type: none"> <li>1. Access and use knowledge management system</li> <li>2. Input to knowledge management system</li> <li>3. Review and improve work practices</li> </ul>	<ul style="list-style-type: none"> <li>1. Maintain a 98% initial accuracy rate within TASS</li> <li>2. Identify errors of data input within TASS and report to manager within 1 day.</li> <li>3. Participate in review of work practices and processes, and complete related actions within agreed timelines</li> <li>4. Digitise documents as required within Work Processes</li> <li>5. Store hard copy records as required within Work Processes</li> </ul>