



POSITION TITLE:	Customer Service Assistant
POSITION NUMBER:	AA010
POSITION LOCATION:	Warrnambool, Hamilton, Portland
CLASSIFICATION:	SCHADS Level 2 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Customer Service – Corporate Services Division
EMPLOYMENT CHECKS:	Current National Police Check, Working with Children Check and NDIS Worker Screening Check

OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

At Brophy young people will be supported to express their culture and enjoy their cultural rights.

Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

Brophy actively values and promotes diversity in our community and affirms our commitment to be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ^A (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQ^A inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Corporate Services Division provides a comprehensive range of management and support services across the organisation in the areas of Finance, Information Technology, Records Management, Workforce Engagement, Risk, Facilities Management, Corporate Compliance, Audit, Customer Service and Governance.

The Customer Service Team provides accurate and efficient customer service, reception and administrative services across all sites to internal Brophy staff, clients and other users of our services.

PRIMARY PURPOSE OF ROLE

The Customer Service Assistant assists with the smooth and efficient operations of the reception areas located at each Brophy office site through the provision of accurate and efficient administrative services and excellent customer service.

This position supports the Customer Service team members with administration and reception services, along with providing internal staff and other users of our premises with both administrative support and excellent customer service. This position requires the ability to work under pressure and manage competing demands.

Role requirements includes receiving and directing phone calls as required, welcoming clients and visitors, handling incoming and outgoing mail, word processing, spreadsheets and presentations, stationery and resource management and providing general administrative support for management and program workers.

This position is required to establish appropriate community contacts, develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Customer Service Assistant will maintain working relationships and appropriate community contacts through the administration and reception duties at the relevant premises of Brophy.

A commitment to providing excellent customer service to a range of stakeholders including clients, team members and staff from other agencies is required. As a result, this role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidentiality and professional boundaries.

REPORTS TO

The position reports to and is supervised by the Team Leader – Customer Service.

KEY RESPONSIBILITIES

Personal and Professional

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.

- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Participate in supervision, secondary consultation within scope of practice and professional development as negotiated with Line Manager.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

Technical Skills

- Provide reception, administration and clerical services via telephone, in person and electronically to all Brophy stakeholders including colleagues, clients and external agencies.
- Demonstrate expertise in general filing, accurate data entry and maintenance of computer systems, ensuring accurate reporting is completed in a timely fashion.
- Assist with the punctual setting up and shutting down of the administration areas, including the phone system and all petty cash procedures when requested.
- Communicate frequently with other reception staff to ensure consistency and coordination of processes and uniformity in delivery of service across all sites.
- Assist in setting up meeting rooms booked for specific purposes and return to original configuration.
- Assist with the daily cleaning and tidying of the reception areas.
- Help maintain the smooth running of the booking system 'Fleetio' for the car, rooms, equipment and mobile phone (which may on occasion involve driving cars from the car pool).
- Demonstrate sound organisational and prioritising skills.
- Assist other staff with planning social and group activities as required.
- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area.
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

Customer Service

- Provide excellent customer service, which is both prompt and courteous to clients, colleagues and all other Brophy stakeholders at all times.
- Preserve confidentiality on all issues and information obtained in relation to the Agency.
- Promote the program's services and the Agency throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Support a positive team approach across the program area, Agency and with other service providers and partners.

- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Schedule and manage room bookings for external bodies and arrange for preparation of rooms to meet client's needs.
- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications:

- A minimum qualification of a relevant Certificate III or higher in Administration or Business field and/or significant experience in working in an office environment. Experience in the community services sector desirable but not essential.
- A current Drivers Licence.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrated high standard of reception and administration skills whilst maintaining confidentiality, sensitivity and professionalism at all times.
- Ability to cope with and perform effectively in a demanding environment, giving close attention to detail and accuracy, whilst meeting tight deadlines and conflicting priorities.
- Experience in cash handling, including accurate recording of expenditure and reconciliation practices.
- Ability to perform physical tasks while adhering to Manual Handling Guidelines.
- Demonstrated knowledge and understanding of the appropriate legislation, program area practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Josh Hill
 POSITION: CEO.
 DATE: November 2025