

## **Position Description – Customer Service/ Administration**

Position Description for a Customer service/administration

### **KEY RESPONSIBILITIES**

**Customer Service .** Provide quality frontline customer service representing Penguin Composites (PC) in a positive and professional manner. Deal courteously and efficiently with enquiries received in person, by telephone, email. Provide telephone reception duties as required. Screen incoming telephone calls on behalf of the supported Department in a sensitive and confidential manner. All calls are screened and dealt with effectively and redirected to the appropriate person in a timely and efficient manner. Adequate contact details are passed to the appropriate staff member by phone, email or written message.

**Administrative Support .** Provide general administrative assistance requiring the use of general word processing, Ostendo, Excel spreadsheet skills and Outlook. Schedule and manage the arrangement of meetings, appointments and conferences, using the business diary system, including the coordination of papers and travel arrangements. Assist in setting up and refurbishing rooms for meetings. Assist in the preparation and distribution of Minutes and Agendas for Committees of Council. Undertake all administrative activity adhering with current systems and procedures. Assist with records management as requested. Receive incoming correspondence and other mail as appropriate and manage systems to monitor and support the provision of responses within corporate time-frames. Undertake general clerical and administrative duties as required. Maintain a “can do” attitude . Display a positive attitude management and staff. Promote a positive image of PC when dealing with both internal and external customers. Demonstrate a commitment to and understanding of Equal Employment (EEO), Anti Discrimination principles, Occupational Health and Safety and information privacy policies. Other duties as directed by the Manager.

**RESPONSIBILITIES - General Team Work:** To value other team member's contributions and work effectively as a member of a high performance work team. To demonstrate flexibility in work practices. **Communication:** Value and encourage communication between individuals, teams and work groups. Share information and empower others through providing required information. **Customer Service Orientation:** Maintain a customer focus and invest time and effort in understanding customer’s needs. Ensure that a “customer first” approach is adopted to both internal and external customers. **Continuous Improvement and Success:** Aim to continuously improve processes and outcomes by constantly evaluating the work being undertaken and look for ways to make improvements. Set and expect high standards for yourself and others. Be willing to learn new things and to increase your knowledge of PC activities and processes.

**Initiative and Enthusiasm:** Take self-directed action to do the job well. Anticipate potential problems and initiate corrective actions to avoid them. Maintain a positive attitude towards one’s work or job. Be aware that your level of enthusiasm can impact on others and influence the culture of the

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workplace. Confidence and Respect: Be confident in your and other's abilities. Know your limits and seek assistance when needed. In order to make change happen, it is important that you express your ideas and allow others an opportunity to express theirs in a supportive environment. Acknowledge and value the diversity of others and their views and support equity in the workplace.

Ethics, Values & Integrity: Maintain high standards of ethics and integrity, inspire trust and confidence, treat all contacts equitably and fairly, and observe all PC policies and procedures, particularly the Code of Conduct.

**HEALTH AND SAFETY** To take reasonable care for own health and safety and for other persons in the workplace eg self-employed, contractors and the public. To comply with any direction given in relation to any health and safety matter, including instructions to wear personal protective equipment.

**ORGANISATIONAL RELATIONSHIPS** Reports to Manager

**RISK MANAGEMENT** Maintain an active awareness of Risk Management issues and practices concerning the workplace and within the role that could cause concern, embarrassment or liability to PC.

**RECORDS MANAGEMENT** Undertake the position's administrative tasks that are required to fulfill customer and business records.

**QUALIFICATIONS AND EXPERIENCE-** Year 12 education with emphasise on commercial training. Ability to attain the following. Essential Skills and Knowledge to a level of competency in the following areas: Experience to working both independently, and in a team environment within a customer service area. Excellent customer service and communication skills. Excellent interpersonal and presentation skills. Accuracy and attention to detail in cash handling, transaction processing and record documentation. Meeting procedures including taking and maintaining highly confidential minutes and documentation as well as report and agenda preparation . Arranging travel and diary commitments. Document publishing, filing, data entry, mail distribution systems and record keeping.

**PERSONAL ATTRIBUTES** ♣ Strong commitment to organisational goals and customer service and a demonstrated capacity to project a positive image for the PC through appropriate behaviour and attire. Ability to co-operate with others. Highly motivated with the ability to work in a team environment.

### **SELECTION CRITERIA**

1. Excellent Customer Service skills with a commitment to providing a high quality standard of service.
2. Demonstrate an ability in providing confidential administrative support and maintain appropriate administrative systems.
3. Excellent interpersonal and presentation skills.



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4. Ability to work in a team environment and communicate at all levels both internally and externally.
5. Flexibility and adaptability.
6. Current competence in the skilled use of computerised operating systems including the Microsoft Office suite.
7. Ability to coordinate tasks, set priorities and work to timelines in a pressured and changing environment.
8. Cash handling accuracy