



Position Description

Position Title:	Customer Service Officer
Reports to:	Team Leader Customer Service
Position Level:	Team Member

Vision

Centennial Park is a place for the living; a vibrant community hub that strengthens enduring connections.

Purpose

To create a sanctuary of connection and meaning.

Guiding Principles

- Champion the importance of memorialisation
- Foster a culture of quality, kindness, respect and dignity
- Value individuality and personal choice
- Manage the Park for current and future generations

Strategic Pillars

- Information, Transparency & Choice
- Our Natural Environment
- Connections and Collaboration
- A People-First Culture

Customer Experience

Our Customer Experience team is comprised of multiple departments, which includes Funeral & Memorial Services, Customer Service & Sales and Marketing, Media & Community Engagement. The team is pivotal to the achievement of Centennial Park's strategic objectives through effective service delivery, customer engagement, and business development.

Position Description

Position Summary

The Customer Service Officer supports the team by providing high quality, accurate and professional administrative services, including relief reception responsibilities and providing exemplary customer service.

The structure with relation to our Customer Service Officers, has been designed to enhance cross skilling of tasks for our team members and allows for rotational face to face customer service duties (front of house), phone reception responsibilities and administration duties.

Position Purpose

The Customer Service and Memorial Sales Team is responsible for sales and the management of customer records, with a particular focus on sales and renewals of Interment Rights, administration and maintenance of accurate records of appointments, interactions, transactions and enquiries. Enquiries and transactions also include the surrender and transfer of Interment Rights, plaque ordering, bookings and overseeing our services for customers at-need and pre-need.

The team is also responsible for management of our main Reception, taking tours of the Park and supporting Centennial Park's marketing and engagement functions.

Key Working Relationships

Accountable to the Team Leader Customer Service for providing high quality, professional and proactive support to achieve the vision and strategic plan.

Working closely with fellow Customer Service Officers, Memorial Consultants, Data Integrity Officer and Manager Customer Service and Sales.

Responsible to the team for developing a teamwork environment based on mutual trust and respect and engendering accountability through empowerment.

Key Result Areas

Client Service and Satisfaction

- Provide high-level telephone customer service and face-to-face receptionist service (on rotational basis).
- Undertake a range of administrative functions including – extensions/renewals, surrenders, transfers, updating information in Plotbox (cemetery management system).
- Perform a range of customer-centric tasks including – issuing cremated remains and plaques, scheduling appointments, processing payments, client care and follow up.
- Support the Memorial Consultants with administrative processes to enhance the overall customer experience, including the maintenance of systems, files and records, along with generating and distributing correspondence.

- Respond to customer enquiries, including unscheduled in-person visitors in order to promote Centennial Park's pre-eminent service offering and maximise sales opportunities.
- Provide general administrative support to the Team Leader Customer Service and Manager Customer Service and Sales.
- Update and maintain Centennial Park's records and documentation.
- Assist in preparing and despatching all outgoing post/mail items and collating reports and lists for Marketing, Executive Manager Customer Experience, Manager Customer Service and Sales.
- Actively participate in team meetings, communication meetings and other work related meetings.
- Assist to lead tours of the grounds and promote positive community engagement.
- Participate and contribute to cross functional activities across the organisation.
- Communicating with families in a respectful and empathetic manner, both when arranging and during ash collection appointments.
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Financial

- Contribute to the achievement of sales revenue targets and departmental goals.

Operations, Systems and Processes

- Maintain accurate and complete records in accordance with Centennial Park's Records Management Policy, other related policies, the State Records Act 1997 and other relevant legislation.
- Provide input into recommendations for new IT systems that improves and aid client relationship management.
- Ensure all relevant policies and protocols are followed within the Customer Experience Department to ensure:
 - A safe work environment
 - Data accuracy and reliability
 - Confidentiality
 - Conformance with the Work Health and Safety Act 2012, Return To Work SA Performance Standards for Self Insurers and the Return to Work Act 2014 (SA).

Culture

- Contribute to a culture of teamwork; encourage diversity in ideas, regular feedback, and cohesiveness. Engender an environment of trust and respect.

Competencies

- Strong customer service and communication skills (verbal and written) and the ability to foster collaborative working relationships
- Well developed relationship building skills and the ability to liaise effectively with a diverse range of stakeholders including customers, suppliers and community groups
- Organised and self motivated with very strong attention to detail and the ability to manage multiple competing priorities and achieve timeframes to meet organisational and team deadlines

- Ability to handle difficult and very sensitive situations professionally to achieve successful outcomes
- Understanding of grief and bereavement processes together with the ability to demonstrate empathy and sensitivity where appropriate
- Well developed reception and administrative skills and competency in Windows based systems and the MS Office Suite of Programs
- Understand the broader commercial environment in which the organisation operates and is able to balance innovative thinking within a commercial context
- Demonstrated experience in a target driven environment

Key Performance Indicators

Customer Service	<ul style="list-style-type: none"> • Effective time management of specific duties and activities • Enquiries handled promptly, efficiently, sensitively and professionally with empathy • High quality and accurate service is provided to internal and external customers • Responsibilities are conducted and/or completed with accuracy and compliance with legislation, policies, procedures and project goals
Client Service & Satisfaction	<ul style="list-style-type: none"> • Effective time management of specific duties and activities • Enquiries are handled promptly, professionally and sensitively • Reports, documents and other materials are delivered on time and accurate • Cooperative and flexible attitude and willingness to undertake work in other workgroups to meet organisational objectives and projects • Sales opportunities are maximised with referrals
Financial	<ul style="list-style-type: none"> • Team revenue and financial targets are established and achieved
Operations, Systems & Processes	<ul style="list-style-type: none"> • Demonstrated commitment to continuous improvement, measured by efficiency of operational systems • Systems, files and records are accurately maintained • Adherence to organisational policies
Culture	<ul style="list-style-type: none"> • Proven behaviours as a role model through professionalism, leadership, courtesy, respect and 'living' the organisational values, along with fostering a workplace culture reflective of these values • Demonstrated flexibility in the approach to working hours in the context of work priorities and Centennial Park's events • Day to day activities prioritised in the context of the strategic plan • Professional courtesy demonstrated by ensuring timely attendance of meetings, responding promptly to emails and meeting deadlines • Adherence to organisational policies

	<ul style="list-style-type: none">• Staff adopt and work to change management approach• Evidence of support for manager and colleagues in all meeting forums including (but not limited to) championing the strategic plan and facilitating cross departmental collaboration
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A current Class C (Car) Drivers' Licence is required for this role.

The above does not represent an exhaustive list of Key Performance Indicators. Additional Key Performance Indicators may be raised through the Performance Development and Opportunity Review Process.

The Employer may vary the Position Description from time to time in accordance with operational needs.

Signed

Employee:

Date:

Signed

Manager:

Date:
