

Hume Community Housing

Customer Services Manager



Position Title:	Customer Services Manager	Department:	Neighbourhood Services
Reports To:	Manager, Neighbourhood Services		
Direct Reports:	Team Leader, Housing Options, 3x Income Recovery Officers	Location:	Fairfield
Position Purpose:	Position Dimensions		
<p>The Customer Services Manager is responsible for leading the Customer Service Team made up of Customer Service Centre (front counter) and Income Recovery (customer rent accounts and arrears management) staff ensuring that they are delivering to set KPI's and service levels.</p> <p>They will be responsible for creating a strong customer service focus, enhancing the ability of the team to respond to customers enquiries, support their applications for Housing and also promote Hume's range of services.</p> <p>They will be responsible for developing and implementing targeted processes and initiatives that meet internal and external customer needs and expectations and reporting on quality and service levels.</p>	Award Title: Social, Community, Home Care and Disability Service Industry Award 2010		
	Award Level: 7		
	Delegation authority:		Refer to Schedule of Delegations

Approved by: Andrew Mayer

Date of issue: 20/07/2012

Version: 1.0

Page 1 of 7

Key Accountabilities	Key Activities
<p>1. Support the achievement of the organisation’s vision through the effective management and leadership of the Customer Service Team in a supportive, collaborative and safe environment.</p>	<ul style="list-style-type: none"> • Recruitment • Coaching and mentoring • Workplace health and safety • Performance Management • Training and Development plans
<p>2. Support the long term sustainability of Hume by contributing to the development of the Service Delivery Plan and managing the successful delivery of tasks and programs allocated.</p>	<ul style="list-style-type: none"> • Delegate and manage the on time delivery of SDP tasks and programs.
<p>3. Ensure the Customer Service Team meets its corporate governance, legal and regulatory obligations by staying abreast of relevant laws and regulations, providing accurate and timely reporting to the Manager, Neighbourhood Services and ensuring the accurate and timely recording of data in the relevant IT systems.</p>	<ul style="list-style-type: none"> • Ensure compliance with Housing NSW’s Programs and Policies • Ensure adherence to the Tenancy Law Act • Ensure compliance with regulator best practice • Ensure compliance with industry best practice • Monthly performance reporting of Customer Service Centre • quality controls and Income Recovery KPIs
<p>4. Support Hume meets its financial goals and targets by ensuring the Income Recovery Team meets its targets.</p>	<ul style="list-style-type: none"> • Manage the Income Recovery function to reduce customer debt using internal processes, debt prevention strategies and legal action
<p>5. Ensure a customer focused, customer driven service by developing and implementing innovative and targeted programs that deliver best practice services to our customers base.</p>	<ul style="list-style-type: none"> • Analyze customer feedback; use to create best practice services and monitor satisfaction levels • Manage the customer profile program and deliver services according to customer need • Benchmark against industry standards
<p>6. Ensure Hume presents a professional and efficient customer service experience to internal and external customers by ensuring staff are trained and appropriately resourced to meet service</p>	<ul style="list-style-type: none"> • Ensure staff are trained and multi-skilled to meet current and future customer need including dealing with complaints and complex customer interactions • Develop KPI’s

levels and standards.	<ul style="list-style-type: none">• Ensure that meeting rooms and reception areas are presented at a high standard and facilities and resources available• Ensure daily administration activities are carried out and documented in line with best practice e.g. banking, mail and communications
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Qualifications and Experience

- Leadership role in designing and delivering customer service programs
- Team management and supervisory skills and experience
- Customer accounts management experience
- Desirable: Community Housing experience
- NSW Driving Licence

Hume Key Competencies

	<p>Social Awareness: Understands cultural and social differences inside and outside of the organisation and uses this knowledge to guide communication and behaviour. Advocates for the rights of others and demonstrates a commitment to minimising the organisation’s carbon footprint.</p>	
	<p>Demonstrates environmental awareness</p>	Level 3
	<p>Demonstrates social awareness and a commitment to social justice</p>	Level 3
	<p>Values diversity</p>	Level 4
	<p>Customer focused: Keeps customers (internal and external) as the focal point of all activity. Actively seeks to delight customers through excellent service and maintaining a commitment to customer communication and consultation.</p>	
	<p>Committed to service excellence</p>	Level 4
	<p>Engages and consults with customers</p>	Level 3
	<p>Personal and Professional Excellence: Develops and maintains an understanding of the internal and external environment and takes responsibility for delivering work outcomes with efficiency, professionalism and integrity. Demonstrates a commitment to personal development and improves specialised technical/professional knowledge and skills to achieve personal and organisational goals.</p>	
	<p>Actively maintains sector knowledge and business awareness</p>	Level 4
	<p>Acts with professionalism and personal integrity</p>	Level 4
	<p>Plans and organises (including strategic planning)</p>	Level 4
	<p>Develops and maintains competencies</p>	Level 4
	<p>Operational Excellence: Delivers best practice outcomes for customers and the organisation by demonstrating a commitment to consistent quality standards and continuous improvement. Adopts and/or implements strategies, policies, procedures and systems that ensure efficient and effective business operations within the relevant legislative and compliance framework.</p>	
	<p>Develops and maintains workplace policy and procedures</p>	Level 4
	<p>Strives for consistent quality standards and continuous improvement</p>	Level 4
	<p>Supports and manages change</p>	Level 4
	<p>Uses and harnesses technology</p>	Level 4

	Manages risk, compliance and the corporate governance frameworks	Level 3
	Builds Strategic Relationships and Partnerships: Actively seeks to build effective relationships and partnerships inside and outside of the organisation to support the achievement of personal and professional goals and the continuous growth and success of the organisation. Works collaboratively with all stakeholders, including competitors, considers the needs of others, and enthusiastically supports all team members achieve their objectives.	
	Builds relationships and networks	Level 3
	Collaborates and works effectively in a team	Level 3
	Leadership and Managing People: Creates and communicates a clear vision and direction for the business and ensures all staff are clear on their part in achieving that vision. Motivates staff to achieve their goals through inspirational leadership, developing and managing performance in an environment where people can reach their full potential.	
	Develops and communicates the vision	Level 3
	Demonstrates leadership	Level 4
	Demonstrates excellence in people management	Level 4
	Project Management: Participates in and/or leads successful projects using strong communication and organisational skills to balance conflicting priorities and manage resources. Manages programs of work using effective project management methodologies and tools.	
	Excellence in program and project management	Level 3
	Communication: Builds credibility and trust through effective and appropriate communication skills with all stakeholders. Listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication to suit specific situations in order to win support, gain cooperation or overcome objectives and barriers.	
	Effective verbal communication	Level 4
	Excellent written communication	Level 3
	Negotiates with skill and influence	Level 3
	Resolves issues and conflict	Level 4
	Problem Solving and Decision Making: Identifies and analyses situations and/or issues, considers options, develops solutions and implements and monitors appropriate solutions.	
	Analytical thinking and problem solving skills	Level 4

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Manages Resources, Assets and Sustainability: Effectively manages and values the organisation’s financial resources, assets and equipment. Ensures the organisation remains viable and sustainable through best practice purchasing protocols, monitoring supplier performance and ensuring all purchasing decisions support the business strategy and offers value for money.

Financial management

Demonstrates sustainable procurement practices

Level 3

Level 3