



<b>Position Title:</b> Customer Liaison Officer	<b>Entity:</b> Independent Living Assessment Inc (iLA)
<b>Reports to:</b> Customer Liaison Manager	<b>No of Direct Reports:</b> 0
<b>Industrial Instrument / Job Level:</b> Enterprise Agreement - Level 3-4	<b>Primary Location:</b> East Perth
Position Requirements	
<p><b>Primary Purpose</b></p> <p>The Customer Liaison Officer provides administrative and support services in a multi-disciplinary team, to iLA's Programs and Teams. The position requires a high standard of customer service, information management, general administration support and supplier liaison to facilitate smooth processing and operations.</p> <p>The position will also involve answering telephones, invoicing, data base entry, general office duties and other ad hoc duties as assigned.</p>	
<p><b>Key Accountabilities/Responsibilities</b></p> <p><b><u>Health Safety Wellbeing &amp; Environment</u></b></p> <ul style="list-style-type: none"> <li>• Comply with all health, safety and hygiene policies, systems, and WH&amp;S legislation to maintain an appropriate working environment.</li> <li>• Ensure all incidents, accidents, injuries, hazards or property damage are reported. Identify any relevant safety improvements and work collaboratively with the Work Health and Safety program.</li> <li>• Contribute to a culture that supports wellbeing.</li> </ul> <p><b><u>Functional – Program Support</u></b></p> <ul style="list-style-type: none"> <li>• Work as a member of the iLA team, to support efficient and effective delivery of operations and services</li> <li>• Data entry, information management, reporting and maintenance of database systems</li> <li>• Provide ICT and data base support to iLA staff</li> <li>• Prepare correspondence (e.g. letters and emails using Microsoft suite), maintain forms, letter templates and MSDS sheets</li> <li>• Monitor incoming emails, respond to general enquires and forward to relevant people.</li> <li>• Provide a high level of customer service to ensure all telephone enquiries are addressed in a timely manner.</li> <li>• Provide assistance with the administration of grant applications including entering new grants in CRM, uploading supporting documentation, providing written correspondence to clients</li> <li>• Process purchase orders, invoices, and payments into accounting package (Xero)</li> <li>• Monitor outstanding purchase orders and invoices</li> <li>• Manage and reconcile petty cash</li> <li>• CRM administration including creating/ updating dashboards, templates and complete testing before new updates are tested.</li> <li>• Record customer feedback in CRM</li> <li>• Coordinate internal events/ meeting calendar and take minutes during meetings.</li> <li>• Coordinate office maintenance including equipment</li> <li>• Other general administration support including mail processing, photocopying</li> </ul> <p><b><u>Operational</u></b></p> <ul style="list-style-type: none"> <li>• Build and maintain relationships with suppliers, regulators, customers, and other external stakeholders</li> </ul>	

- Support and contribute to the goals of the Group’s overall long-term strategy and annual business plans
- Contribute to, and demonstrate by example, the vision, mission, and values
- Participate and/or engage in all activities that relate to Group strategic initiatives and key issues
- Identify and implement improvement opportunities within the Group and participate in continuous improvement of the wider organisation by recommending sensible changes and communicating issues that may affect the organisation

**People & Culture**

- Participate actively, and work closely and constructively, with colleagues in the leadership team to deliver integrated business outcomes
- Ensure cultural optimisation through identifying, implementing, and driving fit-for-purpose cultural programs and embedding these within the Team and Organisation
- Role model positive leadership to employees
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace
- Manage resource requirements to ensure appropriate coverage within approved budget

**Administration**

- Meet activity based KPI’s and report on functions of responsibility
- Ensure delivery of services and support within Service Level Agreements
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and associated processes are maintained and accessible in appropriate formats and designated locations

**Key Performance Indicators & Measures**

*Indicators of effective performance in the position. KPI’s are to be SMART goals. They are identified in the PDR to be specific to the individual teams and the position in a specified point in time.*

**Key Relationships**

*Key positions or groups with whom the individual will interact to perform the work of the position.*

**Internal**

- Assessment team
- Leadership team
- All other teams in the organisation

**External**

- Government representatives and departments (local, State and Federal)
- Consultants and advisors
- Small & Medium Enterprises
- Suppliers and vendors
- Community care customers and families

**Key Behaviours**

Behavioural competencies or ‘behaviours’ are effectively attributes we display as we carry out our work, and ‘how’. Below identifies **KEY** competencies (**6-12 key to the role**) integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be **Operational Behaviours**.

[Strategic Behaviours](#)

[Leadership Behaviours](#)

[Operational Behaviours](#)

<input type="checkbox"/> Aligning Performance for Success <input type="checkbox"/> Analytical Thinking <input type="checkbox"/> Critical Thinking <input type="checkbox"/> Building Strategic Working Relationships <input type="checkbox"/> Change Management <input type="checkbox"/> Innovation & Creativity <input type="checkbox"/> Leading through Vision & Values <input type="checkbox"/> Strategic Decision Making	<input type="checkbox"/> Adaptability/ Agile Approach <input type="checkbox"/> Building Customer Loyalty <input type="checkbox"/> Building Partnerships <input type="checkbox"/> Leading the Team – people centric <input type="checkbox"/> Coaching/developing others <input type="checkbox"/> Delegating Responsibility <input type="checkbox"/> Decision Making <input type="checkbox"/> Information Monitoring <input type="checkbox"/> Influencing /Negotiation <input type="checkbox"/> Managing Conflict <input type="checkbox"/> Project Management <input type="checkbox"/> Digital capability <input type="checkbox"/> Business Acumen <input type="checkbox"/> Growth mindset <input type="checkbox"/> Stakeholder engagement <input type="checkbox"/> Stress Tolerance/Resilience	<input checked="" type="checkbox"/> Applied Continuous Learning <input type="checkbox"/> Marketing & Comms <input type="checkbox"/> Build Trust <input checked="" type="checkbox"/> Communication <input checked="" type="checkbox"/> Client Liaison <input checked="" type="checkbox"/> Demonstrates Initiative <input type="checkbox"/> Energy <input type="checkbox"/> Formal Presentation <input type="checkbox"/> Gaining Commitment <input checked="" type="checkbox"/> Legislative & Industry Standards <input checked="" type="checkbox"/> Organisation & Self-Management <input checked="" type="checkbox"/> Quality & Work Standards <input type="checkbox"/> Results Focused <input type="checkbox"/> Safety & Environmental Excellence <input checked="" type="checkbox"/> Teamwork <input type="checkbox"/> Tenacity
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General Assessed			
Impact	Technical / Professional Knowledge	Job Fit	Organisational Fit

### Work Related Requirements

**Knowledge & Skills (Social, Personal & Technical) & Equipment**

*The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position*

- Capability to build relationships, effectively communicate with others and work effectively as a team-player
- Adopt change management activities, to achieve successful outcomes
- Ability to liaise with leaders and key stakeholders both internally and externally
- Ability to think and act operationally, exercising sound judgement
- Ability to prioritise independently, self-manage work and meet deadlines, sometimes working with incomplete information
- Sound understanding of customer relationship management
- Proficiency with ICT, including data bases and Microsoft office suite
- High standard and accurate work practices and processing
- Proficiency with accounting packages eg: Xero (desirable)

**Work Experience**

*The type and extent of previous work experience that is necessary to perform in the position*

- Role/s in similar position and/or industry, with exposure to at least one of the functional areas encompassed by this role
- Operational experience

**Qualifications**

Year 11 or above secondary school completion

Certification / qualification in relevant disciplines (or) significant relevant industry and positional experience.

Current Drivers' Licence (if required for role)

NDIS Worker Screening Check

**Extent of Authority**

Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.

Prepared & Approved By: Sarah Easton, Lisa Karabin and Andrea Morris

Date Reviewed/Modified: 20/11/2024

\*All PDs should be sent to P&C for approval and uploading to sharepoint

Related Documents: **PD Work Instructions, Behaviours Guide**

**HR Use Only**

**Risk Assessed Role (NDIS Worker Screening Check) No, not NDIS risk assessed role.**

Date the role was assessed: 1/02/2022 Assessed By: Lisa Karabin, People & Culture Manager