



## SGCH Customer Care Hub Consultant Position Description

### SCHCADS Award Level 3

#### Key role details

Customer Care Hub Consultant	
<b>Reports to (position)</b>	Senior Customer Care Hub Consultant
<b>Department</b>	Customers
<b>Location</b>	Hurstville (may be required to work at other SGCH office locations from time to time)
<b>Remuneration level</b>	Level 3
<b>Essential requirements</b>	<p>Experience working with people from diverse backgrounds and cultures</p> <p>Experience delivering professional customer service in a busy and demanding environment</p> <p>Good written and verbal communication skills including interpersonal skills and the ability to negotiate by telephone with a broad range of stakeholders</p> <p>Strong organisational and time management skills prioritising a busy workload</p> <p>Self-motivated with a learning mindset, with experience working autonomously</p> <p>Good understanding of Workplace Health and Safety risks</p>
<b>Desirable skills</b>	<p>Experience working in a telephone-based operation</p> <p>Experience working in the real estate industry or in public or community housing sector</p> <p>Understanding of LAHC NSW Schedule of Rates and its application in issuing repair instructions to multi-trade contractors</p> <p>Experience working with vulnerable people including those experiencing homelessness, mental health issues, domestic and family violence, disabilities, young people or older people</p>



## Position summary

As a SGCH Customer Care Hub Consultant (CCHC), you are the first point of contact of customers contacting us over the telephone. You will work in our Customer Care Hub and manage inbound calls using our call centre interface. You will address calls relating to repairs and maintenance, tenancy related matters, and other general customer service enquiries such as rent and debt, Centrelink, applications, allocations and community events.

In this role you will identify customer needs, clarify information with customers, research issues to understand the requirements of a request or enquiry, and work to resolve enquiries and requests in a timely manner. You will provide a professional, high-quality experience for our customers, resolving enquiries and requests at first contact or escalating to specialist teams where necessary. You will collaborate with internal and external stakeholders such as contractors, government, real estate agents and support agencies, where required, in accordance with SGCH policies and procedures.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.

## Your Success Profile

Customer Care Hub Consultant	
<p><b>Knowledge – ‘What do you know?’</b></p> <ul style="list-style-type: none"> <li>Value and importance of social and affordable housing to individuals and the community</li> <li>How to work with vulnerable people from a range of backgrounds</li> <li>How to maximise strengths as a team to deliver best services</li> </ul>	<p><b>Experience – ‘What have you done?’</b></p> <ul style="list-style-type: none"> <li>Worked in a challenging customer service environment</li> <li>Planned and prioritised a busy workload</li> <li>Delivered services to meet and exceed operational benchmarks</li> </ul>
<p><b>Behaviours – ‘What can you do?’</b></p> <ul style="list-style-type: none"> <li>Provide exceptional customer service</li> <li>Work in partnership to sustain social housing tenancies</li> <li>Support the delivery of high-quality services</li> <li>attention to detail</li> </ul>	<p><b>Personal qualities – ‘Who you are’</b></p> <ul style="list-style-type: none"> <li>Enjoy working with a business head and a social heart</li> <li>Kind, responsive, caring and supportive</li> <li>Work with integrity to deliver the best outcomes for customers</li> </ul>



## Your work as a SGCH Customer Care Hub Consultant

Our strategic work areas	Your daily work
<b>Vision, purpose and strategy</b>	<ul style="list-style-type: none"> <li>• Working together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities</li> <li>• Leading a team to deliver great places, thriving people, connected communities</li> <li>• Aspiring to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday</li> </ul>
<b>Customer service</b>	<ul style="list-style-type: none"> <li>• Showing respect, courtesy and fairness when interacting with our customers</li> <li>• Responding to customer enquiries and requests with care and urgency</li> <li>• Keeping customers informed about issues they have raised and seeking feedback to ensure their needs are met</li> </ul>
<b>Customer and stakeholder engagement</b>	<ul style="list-style-type: none"> <li>• Demonstrating a thorough knowledge of products and services available to customers and supporting them to access these</li> <li>• Escalating more complex enquiries and requests to specialist teams as required</li> <li>• Supporting delivery of placemaking and community development activities</li> </ul>
<b>Leadership and teamwork</b>	<ul style="list-style-type: none"> <li>• Working as a team to provide best practice services</li> <li>• Collaborating with teams across our organisation to improve outcomes for customers</li> <li>• Supporting team members to deliver the best services they can by sharing knowledge and skills; and working together to resolve challenging situations</li> </ul>
<b>Self-management</b>	<ul style="list-style-type: none"> <li>• Working flexibly to adapt and respond quickly when situations change</li> <li>• Being open to new ideas, seeking feedback and responding constructively</li> <li>• Looking for and taking advantage of opportunities to learn new skills and develop strengths</li> <li>• Resilience and able to work under pressure</li> </ul>
<b>Business excellence and innovation</b>	<ul style="list-style-type: none"> <li>• Planning and completing work to agreed timeframes and standards</li> <li>• Understanding team and organisational objectives and aligning your activities accordingly</li> <li>• Identifying ways to improve systems or processes to achieve better outcomes</li> </ul>
<b>Legislation, policies and procedures</b>	<ul style="list-style-type: none"> <li>• Understanding and following legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>• Helping others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>• Ensuring the privacy of customer and organisational information is protected at all times</li> </ul>



<b>Compliance and reports</b>	<ul style="list-style-type: none"> <li>• Accurately collecting and recording tenancy and other information</li> <li>• Contributing to the collection of data and information on operational performance</li> <li>• Attending regular (at least weekly) team huddles and regional team meetings to monitor operational performance and share information</li> </ul>
<b>Accountability and risk</b>	<ul style="list-style-type: none"> <li>• Identifying and following safe work practices; and being vigilant about their application by self and others</li> <li>• Attending workplace health and safety training</li> <li>• Being aware of risks that might impact on the completion of an activity and escalating these when identified</li> <li>• Speaking out against misconduct and inappropriate behaviour</li> </ul>
<b>Information technology</b>	<ul style="list-style-type: none"> <li>• Using core office software applications such as Outlook, Word and Excel</li> <li>• Managing and updating information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required</li> <li>• Complying with SGCH policies on the acceptable use of technology</li> </ul>

<b>Our expectations</b>	<b>Your values and behaviours</b>
<b>Top accountabilities</b>	<ol style="list-style-type: none"> <li>1. Providing responsive and respectful customer centric services in accordance with our customer service standards and commitments</li> <li>2. Actively managing safety and promoting our safety culture</li> <li>3. Resolving customer enquiries and requests at first contact, escalating to specialist teams where necessary</li> <li>4. Demonstrating a thorough knowledge of products and services available to customers and supporting them to access these</li> <li>5. Collaborating with internal and external stakeholders such as contractors, government, real estate agents and support agencies, in accordance with SGCH policies and procedures</li> <li>6. Knowing and understanding SGCH policies and processes and applying them with a focus on delivering sustainable housing outcomes for tenants</li> <li>7. Applying the Australian Privacy Principles to managing tenant information and data</li> <li>8. Attention to detail when inputting and managing tenant information and data, within set timeframes</li> </ol>
<b>5 iSARI values</b>	<ol style="list-style-type: none"> <li>1. Innovation - to find new and better ways of working, to deliver the most impact for our customers and to support us to be a leading community housing business</li> </ol>



	<ol style="list-style-type: none"> <li>2. Support - a business environment that is caring and provides support and encouragement to everyone involved in managing, delivering, and using our services. Engagement with SGCH goals</li> <li>3. Accountability - being transparent and accountable to our stakeholders for our actions and decisions and being collectively and individually professional in the way we conduct business. Ensuring our professionalism in each everyday action</li> <li>4. Respect - for the unique contribution of our team members and partners and for customers, whatever their circumstances. Willingness to listen to and gain understanding of others and to work together. Collaborating and innovating through shared learning</li> <li>5. Integrity - being honest, open, and appropriate in our communications with others, understanding and meeting our governance and management responsibilities. Informed action with discernment</li> </ol>
<p><b>4 vital behaviours</b></p>	<ol style="list-style-type: none"> <li>1. 'I speak up' - speaking up and sharing your opinion to lead to great outcomes for yourself, customers, colleagues, and the business. Creating a space for this behaviour by encouraging others to speak up, listen and respond with care and respect</li> <li>2. 'I make mindful requests' - making sure our requests are mindful, saves time, makes sure tasks are done right the first time and prevents confusion. Mindful requests help you know exactly what you are committing to and improves the way we work together and make a better experience for all our customers</li> <li>3. 'I ask, "Is there a better way"?' - the process of exploring alternative options to achieve the outcomes we are looking for. We use this commitment to create an opportunity for each of us to learn and develop. It prompts us to think differently, consider multiple perspectives and be creative</li> <li>4. 'I do what I say I will' - being conscious of the commitments we make to ensure that the things we say we will do are achievable and that we have everything we need to perform a task before we start. Using this commitment helps us to build trust and work together to deliver outcomes for our customers</li> </ol>
<p><b>Our service commitment</b></p>	<p>We value our customers and have developed these Customer Service Standards to demonstrate our commitment and measure our progress in providing a consistent, excellent customer experience:</p> <ol style="list-style-type: none"> <li>1. We provide access to affordable homes and high-quality services for you</li> <li>2. We listen and value your views</li> <li>3. We explore new and better ways of doing things</li> <li>4. We do what we say we will do</li> <li>5. We respect you</li> </ol>