

Customer Care Hub Consultant Position Description

SCHCADS Award Level 3

Key role details

Customer Care Hub Consultant	
Reports to (position)	Senior Customer Care Hub Consultant
Department	Customers
Location	Hurstville (may be required to work at other SGCH office locations from time to time)
Remuneration level	Level 3
Essential requirements	<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>
Desirable skills	<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 an 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>Knowledge – ‘What do you know?’ Value and importance of social and affordable housing to individuals and the community How to work with vulnerable people from a range of backgrounds How to maximise strengths as a team to deliver best services</p>	<p>Experience – ‘What have you done?’ Worked in a challenging customer service environment Planned and prioritised a busy workload Delivered services to meet and exceed operational benchmarks</p>
<p>Behaviours – ‘What can you do?’ Provide exceptional customer service Work in partnership to sustain social housing tenancies Support the delivery of high-quality services attention to detail</p>	<p>Personal qualities – ‘Who you are’ Enjoy working with a business head and a social heart Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customers</p>



Your work as an SGCH Customer Care Hub Consultant

Our strategic work areas	Your daily work
Vision, purpose and strategy	<ul style="list-style-type: none"> • Work 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 • Lead a team to deliver great places, thriving people, connected communities • Aspire 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
Customer service	<ul style="list-style-type: none"> • Show respect, courtesy and fairness when interacting with our customers • Respond to customer enquiries and requests with care and urgency • Keep customers informed about issues they have raised and seek feedback to ensure their needs are met
Customer and stakeholder engagement	<ul style="list-style-type: none"> • Demonstrate a thorough knowledge of products and services available to customers and support them to access these • Escalate more complex enquiries and requests to specialist teams as required • Support delivery of placemaking and community development activities
Leadership and teamwork	<ul style="list-style-type: none"> • Work as a team to provide best practice services • Collaborate with teams across our organisation to improve outcomes for customers • Support team members to deliver the best services they can by sharing knowledge and skills, and work together to resolve challenging situations
Self-management	<ul style="list-style-type: none"> • Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, seek feedback and respond constructively • Look for and take advantage of opportunities to learn new skills and develop strengths • Show resilience and ability to work under pressure
Business excellence and innovation	<ul style="list-style-type: none"> • Plan and complete work to agreed timeframes and standards • Understand team and organisational objectives and align your activities accordingly • Identify ways to improve systems or processes to achieve better outcomes
Legislation, policies and procedures	<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensure the privacy of customer and organisational information is protected



Compliance and reports	<ul style="list-style-type: none"> • Accurately collect and record tenancy and other information • Contribute to the collection of data and information on operational performance • Attend regular (at least weekly) team huddles and regional team meetings
Accountability and risk	<ul style="list-style-type: none"> • Identify and follow safe work practices; and be vigilant about their application by self and others • Attend workplace health and safety training • Be aware of risks that might impact on the completion of an activity and escalate when identified • Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> • Use core office software applications such as Microsoft Outlook, Word and Excel • Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Comply with SGCH policies on the acceptable use of technology

Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Provide responsive and respectful customer centric services in accordance with our Customer Service Standards and commitments 2. Actively manage safety and promote our safety culture 3. Resolve customer enquiries and requests at first contact, escalate to specialist teams where necessary 4. Demonstrate a thorough knowledge of products and services available to customers and support them to access these 5. Collaborate with internal and external stakeholders such as contractors, government, real estate agents and support agencies, in accordance with SGCH policies and procedures 6. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers 7. Apply the Australian Privacy Principles when managing customer information and data 8. Attention to detail when inputting and managing customer information and data, within set timeframes
5 iSARI values	<ol style="list-style-type: none"> 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 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



	<ol style="list-style-type: none"> 3. Accountability – to be transparent and accountable to our stakeholders for our actions and decisions and being professional in the way we conduct business every day 4. Respect – for the unique contribution of our team members, partners and customers, whatever their circumstances. Willingness to listen to and understand others and to collaborate and innovate through shared learning 5. Integrity – to be honest, open, and appropriate in our communications with others, understand and meet our governance and management responsibilities, and act with discernment
<p>4 vital behaviours</p>	<ol style="list-style-type: none"> 1. ‘I speak up’ – speak up and share your opinion to lead to great outcomes for yourself, customers, colleagues, and the business. Create a space for this behaviour by encouraging others to speak up, listen and respond with care and respect 2. ‘I make mindful requests’ – make sure your requests are mindful to save time and ensure tasks are done right the first time to prevent confusion. Mindful requests help you understand what you commit to and improve how we work together to make a better experience for our customers 3. ‘I ask, “Is there a better way”?’ – explore alternative options to achieve the outcomes we are looking for. This creates an opportunity for us to learn and develop, it prompts us to think differently, consider multiple perspectives and be creative 4. ‘I do what I say I will’ – to be conscious of the commitments we make to ensure they are achievable and we have everything we need to perform a task before we start. This helps us build trust and collaborate to deliver outcomes for our customers
<p>Our service commitment</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"> 1. We provide access to affordable homes and high-quality services for you 2. We listen and value your views 3. We explore new and better ways of doing things 4. We do what we say we will do 5. We respect you