

## Position Description

# Client Services Administrator



<b>Classification band:</b>	Band 3
<b>Position number:</b>	32912, 32915 & 32916
<b>Business unit:</b>	Business Operations
<b>Division:</b>	Advisory
<b>Employment type:</b>	Part time, on-going position
<b>Position reports to:</b>	Manager, Advisory Specialist Services
<b>Direct reports:</b>	Nil
<b>Work location:</b>	This role is based at WorkSafe headquarters, located at 1 Malop St, Geelong

At **WorkSafe** we're dedicated to supporting all Victorians to be healthy and safe at work and to recover from any workplace injury or illness as quickly as possible. Our Passion for safety and wellbeing is what unites us.

Our organisation is undergoing major transformation, with relocation of our Headquarters to Geelong and implementation of **WorkSafe 2030**. As we build the WorkSafe of the future we're committed to delivering value to our people and to Victorian employers, workers and the wider community.

Agile and curious, our people come from a wide range of professions and with no two days being the same, diverse thinking comes naturally to us. We work closely with employers, workers and the community to prevent workplace injury and illness and to improve outcomes and the client experience. **We make WorkSafe.**

### Our Values

The work we do is important because we impact upon many people's lives, everyday. We have responsibility to ensure that our values guide us in everything we do.



### Purpose

To provide efficient and courteous reception services for WorkSafe and to provide operational support and service through the administration of a range of licensing procedures for a limited number of permission types.

## **Key accountabilities**

- ✦ Undertake switchboard tasks as required
- ✦ Provide face to face support for 'walk in' enquiries on the ground floor front desk
- ✦ Develop and maintain knowledge, techniques and skills to deliver a high quality service
- ✦ Providing accurate and timely information to clients via phone and written communication
- ✦ Managing correspondence
- ✦ Outbound calling on behalf of WorkSafe
- ✦ Processing administrative functions as directed such as scanning, filing, incoming mail, etc.
- ✦ Ensure all completed work complies with approved procedures
- ✦ Compliance with the WorkSafe's OHS policy and procedures and legislative requirements
- ✦ Any other reasonable and related duties as required to meet the ongoing needs of WorkSafe

## **Key relationships**

- ✦ External stakeholders, including licensing customers and general members of the public
- ✦ WorkSafe employees
- ✦ Licensing team
- ✦ Advisory team

## **Requirements of the position**

### **Skills and experience**

- ✦ Exceptional customer service skills
- ✦ Demonstrated passion for learning
- ✦ Well-developed time management, organisational skills and excellent attention to detail
- ✦ Ability to navigate complex enquiries
- ✦ Demonstrated ability to manage regular workload with minimal supervision
- ✦ Demonstrated ability to work as part of a team
- ✦ Demonstrated ability and willingness to absorb knowledge and learn new skills
- ✦ Good verbal and written communication skills
- ✦ Demonstrated ability to liaise on a professional level with a diverse client/stakeholder group
- ✦ Experience in a similar role undertaking administrative tasks/processing forms/accurate data entry
- ✦ Ability to tactfully handle telephone complaints and provide appropriate assistance to the caller;

### **Attributes and approach**

- ✦ Flexible
- ✦ Curious
- ✦ Resilient
- ✦ Committed