

**POSITION:** **Account Manager, Customer Connect**

**RESPONSIBLE TO:** Manager Customer Connect

**DIRECT REPORTS:** NIL

**OTHER KEY RELATIONSHIPS:**

- Executive Leadership Team
- Cootharinga customers and their families or nominated informal supports
- Cootharinga Service Managers
- Cootharinga Finance Team
- Community services and service providers – mainstream/disability specific
- National Disability Insurance Agency and relevant government agencies
- Local Area Coordinators
- Members of the community and local businesses
- Cootharinga staff and volunteers

**JOB PURPOSE:** To provide excellent customer service as a first point of contact for all customer enquiries. To be the key contact person for customers assisting them to connect with Cootharinga North Queensland services.

Overall responsibility for providing customer's and internal department's service agreements and quotes for services to be delivered by Cootharinga North Queensland. Also responsible for making service bookings in the NDIS portal.

As a Support coordinator to assist customers to implement their NDIS plan and provide information, advice and support to link customers into their local community and to access relevant community services.

To develop and maintain strong working relationships with relevant stakeholders in our business environment.

## **ROLES & RESPONSIBILITIES:**

### **Customer Service:**

1. Provide excellent customer service.
2. Contribute to the operation and development of Cootharinga's customer service model, including:
  - the first point of contact for customers
  - developing and quoting for tailored support solutions; and
3. Undertake continued customer service training, education and other requirements to deliver excellence in customer service and lead by example.
4. Deliver ongoing reports to Manager Customer Connect on our customer service performance and provide expert advice for ongoing improvement.
5. Actively seek out, develop and maintain productive relationships with key stakeholders in our business environment.

6. Work collaboratively with other teams; provide expert advice, evidence and forecasts on customer perspectives, choices and future needs for Cootharinga's business development, marketing and branding strategies.
7. Accurately follow all Cootharinga policies including Customer Connect specific procedures that adhere to a successful and vibrant customer service department.

### **Data Quality**

8. Maintain timely and accurate data quality
9. Provide accurate Service agreements and Quotes to customers and internal departments
10. Ensure that services delivered by Cootharinga North Queensland do not exceed the agreed budget.
11. Play an active role in reducing claiming errors

### **Policy and Procedure**

12. Comply with Cootharinga policies, procedures and values.
13. Comply with Cootharinga's Workplace Health and Safety policy and procedures by:
  - Ensuring safe work practices are adhered to;
  - Applying Cootharinga's processes for hazard identification, incident reporting, incident investigation and control measures;
  - Leading by example and working safely to ensure your own safety and that of others at every opportunity;
  - Reporting any workplace safety incident to your Manager and Human Resources by utilising the notification reporting form.

### **General**

14. Undertake other roles and responsibilities as assigned, and deemed appropriate by the CEO, to meet business and service delivery requirements that fit within both your direct and transferrable skills and experience
15. Other duties as requested by Manager Customer Connect

### **KEY RESULT AREAS:**

1. Delivery of Cootharinga's customer service model, including promotion of services and customer engagement and customers experiences
2. Work effectively as a Customer Connect Account Manager to ensure ongoing customer satisfaction by delivering excellence in customer service
3. Work with customers to enhance their confidence and abilities to self-direct support and services, and promotes engagement with their communities; establishing a positive collaborative relationship with support networks
4. Follow policies relevant to your area of responsibility and uphold positive team spirit and team morale



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## **SELECTION CRITERIA**

### **ESSENTIAL:**

1. Demonstrated skills and ability in working in a customer-directed business environment, where customers purchase support and services.
2. Excellent interpersonal and communication skills, and proven capacity to connect and build rapport with multiple stakeholders.
3. Understanding of the disability and human services business environment as it is evolving in Australia.
4. High level of expertise in person directed goal planning ensuring goals are met, and experience in report writing.
5. High level of financial acumen including the development of individual service quotes and management of funding packages
6. Demonstrated ability to enhance the skills, abilities and confidence of others.
7. Demonstrated understanding of information technology systems and solutions.
8. Demonstrated experience in using Microsoft Office package i.e. Word, Excel, Power Point and Outlook at an intermediate level.
9. Current "C" class drivers licence, acceptable under Queensland legislation

### **DESIRABLE:**

10. Demonstrated knowledge of legislation, policy, and associated programs in the disability and related community services area
11. Solid understanding of NDIS, My Aged Care, and government agency funding processes