

## UNITED SERVICES UNION

### POSITION DESCRIPTION

<b>Position Title:</b>	Information Services Officer	<b>Location:</b>	SYDNEY
<b>Occupant:</b>		<b>Division:</b>	Metropolitan
<b>Reports to:</b>	Manager, Metropolitan	<b>Date Prepared/Revised:</b>	September 2013
<b>Grade/Level:</b>	G2 L1      G2 L5	<b>Effective date:</b>	September 2013
<b>Hours:</b>	35 HPW	<b>Roster system:</b>	9 day fortnight

### ORGANISATIONAL AND PURPOSE CONTEXT

The position is responsible for the provision of high quality front line membership support and customer service by performing first level problem determination and resolution strategies, through the provision of information and advice. The role will promote a professional image of the United Services Union, and its services, and will handle all member queries and issues in a professional manner.

### KEY SELECTION CRITERIA

#### Essential

- Knowledge of appropriate Awards, legislation and industrial instruments that impact on member
- Must be an excellent communicator with highly developed interpersonal skills and an attitude conducive to optimum customer satisfaction
- Ability to deal effectively with a variety of people, both customers and staff. Highly developed in interpersonal communication skills.
- Must have a proven aptitude for customer service in a high volume telephone traffic environment
- An understanding of all processes associated with the Contact Centre daily liaisons
- Conflict resolution, listening and problem analysis skills
- Personal skills- to be customer oriented, self motivated, self assured, self disciplined, enthusiastic and have an attention to detail
- Ability to respond to members requests and enquiries in a courteous, prompt and concise manner and sustain a service focus.
- Experience with customer service enquiries and complaints,
- A demonstrated ability to work within a team environment and to work unsupervised,
- Computer literate with intermediate skills in word, excel, data bases and electronic mail systems
- Demonstrated understanding of and ability to deal with equal employment opportunity, discrimination and harassment issues,
- An understanding of WH&S issues relating to the workplace
- Able to demonstrate confidentiality and accuracy
- Commitment to Union principles and involvement in the Union movement are highly desirable
- Debt collection experience

## **Desirable**

- Completed Union Delegates Training course and/or tertiary qualifications in industrial relations or human resource management
- Knowledge of the Union, its structure, political and social impacts both internally and externally would be an advantage
- Previous experience with Stratum membership database or similar

### **3. Relevant Position Information**

- this position is located at the Sydney Office servicing new and existing members,
- the position operates on 35 hours per week and is subject to a nine (9) day fortnight roster period.

### **4. Work Health and Safety Responsibilities**

Must take all reasonable measures to ensure the health, safety and welfare of fellow employees and member under their control and ensure that operations in their area comply with the Work Health and Safety Act 2011 and its associated legislation, and with the requirements of WorkCover.

### **5. Equal Employment Opportunity Responsibilities**

Managers and Supervisors

Must take all reasonable measures to ensure the prevention of harassment or discrimination of employees or customers and ensure compliance with Equal Employment Opportunity legislation and Council policies.

### **6. DUTIES**

- Carry out the directions of the General Secretary
- Deliver a professional telephone service s in all dealings with members and stakeholders, both internal and external
- Liaise with inter-related Branches where necessary
- Upsell Union products & services
- Attend to members enquires via the telephone and make outbound calls as required.
- Exercise personal judgement and initiative when organising payment schedules in accordance with policy for members and adopt a flexible approach where hardship exists.
- Maintain document management by scanning original documents into Stratum
- Follow up with declined credit card and direct debit payments
- Follow up unfinancial members
- Follow up with suspended members (workers compensation and all forms of leave without pay or unemployment)
- Follow up resignation reasons prior to processing and follow process in maintaining membership
- Validate member addresses using QAS

- Assist with development of procedure documentation
- Respond to requests for information from organisers, staff and management and produce reports as required
- Contact all new members and follow process on member benefits
- Work within a trade union and industrial context to bring about change and improve and protect members working conditions
- Persuade employees to join the Union and advise and encourage members to participate in the union
- Assist with campaigns and other major activities
- Assist members with advice relating to workers' rights grievances, workers compensation, redundancy or disciplinary issues, hearings or appeals
- Ensure accurate membership records are maintained for relevant areas
- Write letters, bulletins or other local material
- Organise daily work activities in order to meet deadlines and prioritise tasks
- Follow policies and procedures relating to WH&S grievances, anti-discrimination and sexual harassment to ensure a positive and fair working environment
- Promote the values, principles and policies of the Union.
- Use telecommunications technology in receiving and making calls in a call centre environment.

## 7. Competencies

These competencies encompass all competencies associated with the USU salary system progressional rules.

Competency Code	Unit of Competency
	<b>Common Units</b>
	<b>Communication</b>
BSBCM203A	Communicate in the workplace
	<b>OH&amp;S</b>
BSBCM211A	Participate in workplace safety procedures
BSBCM311A	Maintain workplace safety
BSBCM109A	Follow environmental work practices
BSBCM215A	Participate in environmental work practices
	<b>Services</b>
BSBCM208A	Deliver a service to customers
BSBCM209A	Provide information to clients
BSBCM216A	Create customer relationship
BSBCM217A	Process customer feedback
BSBCM316A	Process customer complaints
BSBCM317A	Meet customer needs and expectations
BSBCM409A	Promote products and services
BSBCM410A	Coordinate implementation of customer service strategies
BSBCM414A	Undertake marketing activities
BSBCM418A	Address customer needs
	<b>Training</b>

Competency Code	Unit of Competency
BSBCM104A	Plan skills development
BSBCM210A	Implement improved work practices
BSBCM301A	Exercise initiative in a business environment
BSBCM302A	Organise personal work priorities and development
BSBCM304A	Contribute to personal skill development and learning
	<b>Work Practices</b>
BSBCM108A	Develop keyboard skills
BSBCM202A	Organise and complete daily work activities
BSBCM204A	Work effectively with others
BSBCM205A	Use business technology
BSBCM206A	Process and maintain workplace information
BSBCM213A	Produce simple word-processed documents
BSBCM214A	Create and use simple spreadsheets
BSBCM306A	Produce business documents
BSBCM307A	Maintain business resources
BSBCM318A	Write simple documents
	<b>E-Business</b>
BSBEBUS301A	Search and assess online business information
BSBEBUS302A	Use and maintain electronic mail system
BSBEBUS308A	Maintain online business records
BSBEBUS401A	Conduct online research
	<b>Frontline Management</b>
	<b>Work Teams</b>
BSBCM404A	Develop teams and individuals
	<b>Systems &amp; Processes</b>
BSBCM412A	Promote innovation and change
	<b>MARKETING</b>
BSBMKG301A	Research the market
BSBMKG304A	Assist with market research
BSBMKG401A	Profile the market
	<b>Recordkeeping</b>
BSBRKG301A	Control records
	<b>Specialist Administration</b>
BSBADM305A	Create and use databases
BSBADM306A	Create electronic presentations
BSBADM407A	Administer projects
	<b>Unionism</b>
BSBUN401A	Develop and implement an organising plan
BSBUN402A	Empower members
BSBUN403A	Communicate with workers
BSBUN404A	Promote equality of opportunity and fair treatment for all members
BSBUN405A	Promote the values, principles and policies of the union

Competency Code	Unit of Competency
BSBUN407A	Provide advice to union members and undertake negotiations
BSBUN501A	Develop, manage and review campaigns and projects
BSBUN506A	Coordinate research and analysis
	<b>Service and Information</b>
ICTCC101A	Communicate effectively in a customer contact centre
ICTCC110A	Work effectively in a contact centre environment
ICTCC111A	Respond to inbound customer contact
ICTCC471A	Acquire product or service knowledge
ICTCC121A	Use an enterprise information system
ICTCC270A	Conduct data collection
ICTCC320A	Use multiple information systems
ICTCC431A	Implement customer service strategies in a contact centre
ICTCC252A	Resolve customer complaints
ICTCC330A	Manage customer relationships
ICTCC112A	Conduct outbound contact operations
ICTCC610A	Optimise customer contact operations
ICTCC340A	Conduct a telemarketing campaign
ICTCC352A	Resolve complex customer complaints
ICTCC630A	Develop and maintain a service level strategy
ICTCC640A	Develop and maintain a customer contact marketing strategy
ICTCC641A	Campaign design and fulfilment
ICTCC670A	Forecast and plan using call traffic information analysis
ICTCC683A	Strategic integration of customer contact operations

## 8. Signatures

**Job Occupant:** ..... **Date:** .....

**Divisional Manager:** ..... **Date:** .....