



Customer Service and Special Project Data Centre Coordinator Education Business Services

Position number	Generic
Agreement	Public Sector CSA Agreement 2022 or as replaced
Classification	Level 6
Reports to	Manager, System Special Projects (Level 8)
Direct reports	Customer Service and Special Project Data Centre Team Leader (Level 5) Customer Service and Special Project Data Officer (Level 3)

Context

State and system strategy, policies and projects are designed with a focus on student achievement for all.

The Customer Service and Special Project Data Centre Coordinator implements and supports programs, initiatives, and special projects and aims to deliver services within an environment of standardised systems and processes relevant to particular programs, initiatives, and special projects.

This includes:

- customer support that includes screening, providing advice and resolving customer interactions
- complex processing
- quality assurance reporting and processing
- customer service to employees, Principals, parents and carers of enrolled students, Manager Corporate Services, central office staff and Managers
- debt recovery
- development and delivery of operational business data and service improvement opportunities.

The Customer Service and Special Project Data Coordinator is responsible for the delivery of efficient and effective customer service and data entry services.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Coordinate and manage an integrated customer service program covering finance, administration and personnel services.
- Manage the functions and activities of the Customer Service and Special Project Data Centre to ensure the provision of customer service excellence with specific attention directed to:
 - ensuring implementation of industry best practice, performance benchmarking and business strategies to achieve the efficient and effective resolution of non-complex customer enquiries
 - monitoring daily performance and taking prompt remedial action where necessary to maintain service levels
 - ensuring a high-level response to non-complex customer enquiries by maintaining and regularly analysing contact volumes, forecasting trends and the effective rostering of staff
 - ensuring continuous and efficient maintenance and development of customer service systems and procedures and contemporary customer contact centre best practice management
- Liaise with the appropriate specialist staff to resolve more complex or difficult enquiries referred to the centre.
- Keep up to date with industry contact centre best practice and uses to inform service and process improvement.
- Identify and analyse data, emerging trends and issues, provide comprehensive reports and make recommendations for continuous improvement strategies.
- Undertake projects relating to the operation of the Customer Service and Special Projects Data Centre.
- Oversee and monitor data entry processes and practices.
- Monitor and review operational processes against key performance indicators and governance requirements.

Branch Support

- Manage and lead staff within the Customer Service and Special Projects Data Centre.
- Coordinate and monitor the activities of the team to provide a high quality customer service to clients in accordance with the standard action times
- Provide coaching, education and leadership to call centre personnel.
- Foster a team based culture and promotes continuous improvement and performance within the call centre.
- Contribute to a work environment that is safe, fosters equity and diversity, enables the achievement of personal goals and facilitates accomplishment of designated roles and deliverables
- Provide leadership and supervision of staff and encourage and assist with the development and implementation of frameworks and strategies to ensure effective customer services and data entry.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Contribute to change management projects relevant to the Branch.

Client and Stakeholder Management

- Maintain a strong focus on customer service delivery and continuous improvement of services.
- Consult with other teams to identify issues that impact on providing a quality customer service experience in line with expectations to customers.
- Build alliances with customers and stakeholders to enable development, acceptability and achievement of designated outcomes and to promote service capabilities
- Develop and maintain effective communication links and working relationships within the Customer Service and Special Project Data Centre to ensure access to diverse specialist knowledge.

Selection criteria

1. Demonstrated well developed skills and experience in leading and motivating a customer services team in a high volume environment with the proven ability to coordinate and deliver outcomes within agreed timelines and a commitment to the concepts of customer focus, continuous improvement and teamwork.
2. Demonstrated considerable knowledge and understanding of policy, procedures and accounting practices within the legislative framework, such as the State Supply Act, the Financial Management Act, Regulations and Treasurer's Instructions and Tax legislations.
3. Demonstrated well developed interpersonal and verbal communication skills to undertake consultation, collaboration and negotiation and to build effective relationships with key internal and external stakeholders.
4. Demonstrated well developed written communication skills, including experience in contributing reports, briefing papers and responses to Senior Executive and/or Ministerial/Parliamentary requests.
5. Demonstrated well developed analytical and conceptual skills to provide innovative solutions to complex problems and continuous improvement activities.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 22 March 2024
Reference D24/0210452