



# Position Description:

## Indigenous Business Customer Care Officer

### Position details

Employment classification	Permanent part time
Probationary period	6 months
Location	Perth CBD, WA
Reports to	Team Leader – Customer Care

### Key behaviours and values

Supply Nation's values guide the way we work with our members and suppliers, within our communities and with each other. Through integrity, accountability, collaboration, excellence and empowerment, we create a culture where ideas flourish and a difference is made. We work together to transform the Indigenous business sector.

#### Integrity

We care deeply about what we do and how we do it. We stand up for what we believe in.

#### Accountability

We take responsibility for our own actions. We honour our commitments.

#### Collaboration

We work together as a unified team to produce the best results for our customers.

#### Excellence

We are committed to consistent professionalism as a positive, flexible and responsive, innovative and efficient team.

#### Empowerment

We create and promote a culture where all my thrive.

## Position summary

Supply Nation is the Australian leader in Supplier Diversity and provides a direct business to business purchasing link between corporate Australia, government agencies and Indigenous owned businesses.

Reporting to the Team Leader – Customer Care, The Indigenous Business Customer Care Officer plays a key role in supporting the development of a sustainable and prosperous Indigenous enterprise sector in Australia.

The role has responsibility for ensuring the integrity, efficient and effective operation of Supply Nation's newly created Indigenous business customer service centre operations and its existing supplier registration and support programs.

It is essential the team member in this role build and maintain strong relationships with our external stakeholders, namely Supply Nation registered Indigenous businesses, and internal team members.

As part of the Audit, Risk and Certification (ARC) team, the IB Customer Care Officer will contribute to the development and maintenance of customer care systems and processes, ensuring respectful communications and accurate collection of data in accordance with organisational policies and procedures.

The IB Customer Care Officer role is a newly created role, and its functions will continue to evolve with the needs of the organisation and its key stakeholders.

## Key responsibilities

The key responsibilities of the role are:

- Provide input to the development and maintenance of Supply Nations Customer Care program
- Provide support and input to, staff training requirements, process documentation, troubleshooting and continual improvement of Supply Nations Customer Care program.
- Conduct Customer Satisfaction surveys in line with research project objectives, record responses and issue reports as required.
- Field and Respond to Supplier enquiries including:
  - supporting registration enquiries and applications
  - managing and issuing passwords for supplier access to IBD login and directory profiles
  - Receiving, accurately recording and actioning customer feedback
  - General enquiries from suppliers regarding Supply Nation
- Record all supplier enquiries, including formal complaints and black cladding reports, and interactions in CRM system.
- Manage complaints, conduct enquiry and investigation of complaints, and make recommendations / actions, for line manager's review, feedback and approval.
- Engaging with suppliers to obtain relevant information regarding their Business Registration profiles for accuracy and currency.
- Learn how to Manage and collate applications for registration on Supply Nations' Indigenous Business Direct database to support the ARC Team when required;
- Work collaboratively and provide support to other members of the ARC Team when required, including;
  - Accurately and extensively assess and verify applications against set criteria for registration on Indigenous Business Direct;
  - Audit Indigenous Business Direct entries and profiles for accuracy and compliance with criteria and relevance when required to maintain the accuracy of the database.
- Assist with IB certification conversion campaign.
- Provide support to Supply Nations Events team around supplier engagement requirements.
- Provide support to Supply Nation team members as identified and negotiated with line manager.

## Workplace health and safety

- Maintain a clean and safe work environment while complying with all safety policies and procedures

## Key selection criteria

### Specialist knowledge and attributes

The Customer Care Officer must demonstrate the ability to be process focussed and have a keen eye for detail. High level communication and interpersonal skills with individuals at all levels, and a strong focus on continuous improvement and development are essential traits for success in the role. Effective project management skills with the ability to re-prioritise under pressure will also be important.

- Demonstrated personal knowledge and understanding of Indigenous societies, cultures and issues affecting Indigenous Australians in business
- High level of competence in using IT applications e.g. Microsoft Office, Microsoft 365, Salesforce
- Demonstrable knowledge of business structures and operations
- Superior customer service skills via multiple modes including face to face, telephone and email communication
- Ability to prioritise and multi-task
- Strong interest in business processes and development of systems
- Strong customer focus with superior communication skills
- Resilience – the ability to adapt to a fast paced and rapidly changing work environment
- Demonstrated ability to work both in a team environment and independently, displaying a high level of tact, people skills and the ability to maintain confidentiality

### Skills, knowledge and experience

- Ability to handle telephone, in person and web enquiries with little direction from others
- Ability to assess the appropriate information to provide, and / or services (both internal and external) to refer, enquirers with little direction from others
- Experience in effectively following administrative processes including complete, timely and accurate data collection, entry and reporting in company's CRM systems
- Ability to work in a flexible work environment.

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