



## Job Description

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Our vision is **Human Potential, Realised.**

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

**Role:**                **Customer Experience Lead**

**Reporting:**    The role reports to the General Manager Brand Experience

**Objective:**

The key objectives of the role are to:

1. Develop strategies, processes and tools to allow the customer experience team to deliver on brand experience strategy
2. Inspire and lead the customer experience team to be true brand champions both externally and internally
3. Identify enquiry targets based on revenue goals across service channels, identify opportunities and introduce strategies to optimise conversion rates.
4. Deliver on and drive the organisation's strategic commitment to providing a consistent customer experience across all touchpoints
5. Be a subject matter expert on all Civic products and services to support the customer experience team in the delivery of exceptional customer experience, internally and externally

**Duties and responsibilities:**

1. Work with the GM and the team to develop, review and implement brand and customer experience frameworks, guidance tools and materials to embed the brand experience strategy and make sure the customer experience team are ready and able to deliver an exceptional customer experience.
2. Be the subject matter expert on all things Civic product and service related to support the delivery of the right support at the right moment. Create tools and other supports to help the team and Civic more broadly create a consistent message on our offerings. Make sure information is current, brand alignment and consistent.
3. Develop and deliver insightful reporting and recommendations for the business that identify opportunities, concerns and areas for improvement. Recognise customer insights come from multiple areas inside and outside the business and need collaboration across Civic teams to really be able to tell the customer story.
4. Love the customer journey. Look for ways to improve, streamline and deliver more from a people, process and technology perspective.
5. Assess enquiries, concerns and complaints and ensure they are documented in Civic systems. Resolve customer enquiries, concerns and complaints within scope of accountability. Escalate and/or refer enquiries, concerns or complaints outside scope of accountability to appropriate person within required timeframes. Follow up and escalate to next level when required.



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6. Evaluate enquiries, leads and conversions to identify opportunities for improvement, make sure response times and experience expectations are met, and conversions are optimised.
7. Support and develop the Customer Experience team to drive outstanding customer experiences through coaching, learning, establishing clear expectations, and conducting regular catch ups.
8. Work with the team to develop an employee experience that is aligned to Civic's mission, vision, values, Our Mana, policies and guides. Lead your team so they can realise their potential and the potential of the people they support.
9. Work with head office teams and the GM to coordinate the recruitment of the right people into your team, in line with policies and guides, who are best able to deliver supports for the client group.
10. On-board new starters into your service/s in a way that provides them with the information they need to be successful.
11. Identify learning needs within the team. Identify and/or create learning opportunities and experiences to address those needs. Ask for help from the GM or Civic resources (including people) when needed.
12. Manage day to day employee matters such as performance, leave, and injuries with the support of Head Office specialists and the GM. Ask for advice and support when needed.

### Essential Criteria

- Degree (or equivalent) in business, communications or similar would be a huge advantage but is not essential
- Experience leading a small team to deliver incredible customer experiences
- Solid understanding of customer experience and customer journey mapping concepts and objectives
- You'll need to be super strong in at least one of these areas or have a good general foundation across both:
  - Experience as a leader in a call centre or high volume call environment,
  - Experience in a community health and/or disability services environment with a focus on people with complex care needs and an understanding of the NDIS.
- Experience developing policy, procedures, learning and/or guidance materials to support area of practice that people can understand
- The ability to turn numbers and information into a story that makes sense. You can see trends and where adjustments need to be made.
- The ability to form working relationships based on trust and respect, where customers see the value of the services you provide.
- A passion for creating amazing customer experiences that enable people to be connected to the supports and services they need to realise their potential