

Job Outcomes Description: Customer Service Coordinator (National Online Mentoring Program) 0.3 FTE

Customer Service Coordinator, National Online Mentoring Program

The Customer Service Coordinator, National Online Programs works under general direction and is responsible for (1) writing/ preparing/ reviewing and distributing NDIS reports to NDIS participants in the National Online Program and (2) supporting quality customer service in the National Online Program. To be successful, the Customer Service Coordinator will view Autism through a positive lens, embracing I CAN Ltd's purpose: *To champion what Autistics CAN do*. The Customer Service Coordinator must have a valid Working With Children Check ("WWCC") (Employee).

I CAN Network's national online programs consist of a national after-school afternoon program and an evening program. The I CAN Ltd National Online Program involves the following areas: (1) staff management (2) content development and evaluation polls (3) shift supervision (4) customer in-take, communications and administration (5) and NDIS reporting. National online programs run in six week cycles every eight weeks of the year. Below is an outline of how we support a six week national online program:

Weeks 1, 3 and 6	<ul style="list-style-type: none"> The National Online Team conducts peer reviews of the online sessions
Week 2	<ul style="list-style-type: none"> Invoice for the whole six weeks is sent in accordance with I CAN Ltd Online Cancellation Policy
Week 5	<ul style="list-style-type: none"> Invoice for NDIS Report is sent. The report is written upon (1) completion of program (eg. post week 6) and (2) customer's payment.

Key position information		Date updated: 01/03/2021
Title: Customer Service Coordinator, National Online Programs Manager	Position reports to: National Online Programs Manager	
Primary purpose of position	Interests	Capabilities
<p>The Customer Service Coordinator, National Online Programs works under general direction and is responsible for</p> <p>The Customer Service Coordinator will be responsible for communication with our customers - primarily families of young Autistics who are seeking answers to general enquiries and registration in I CAN Online. This will involve building and maintaining relationships with a diverse range of customers, including Autistic people and their parents and internal stakeholders, which also includes Autistic staff. The Customer Service Coordinator will need to feel a connection and/ or genuine passion for the strengths of people on the Autism Spectrum.</p>	<ul style="list-style-type: none"> Passion for youth Passion for online technologies and platforms Passion for Autistic people and their talents Belief in I CAN Network's Values Providing high quality service to all customers of I CAN Network 	<ul style="list-style-type: none"> Strong time management Listening Teamwork Advanced communication & stakeholder management skills Confident phone manner Excellent written skills Ability to maintain flexible working hours Experience with the Microsoft Suite

		<ul style="list-style-type: none"> Ability to maintain records timely and accurately
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Job Outcomes	Key Performance Indicators	Targets
<p>1. Staff compliance with I CAN Network Policies and Procedures</p> <p>5% of time per week</p>	<ul style="list-style-type: none"> Assist National Online Program staff compliance with I CAN Network Ltd policies and procedures and completion of I CAN Ltd training. Assist Online staff with their understanding of shift structures and their respective requirements 	<ul style="list-style-type: none"> Compliance with the policies of I CAN Network Risks are known and effectively managed
<p>2. Writing/ preparing/ reviewing/ distributing NDIS reports</p> <p>60% of time per week</p>	<ul style="list-style-type: none"> Pursues a strong understanding of NDIS and structural changes made to NDIS every six months. Translates understanding into accurate written communications on NDIS. Writes NDIS reports for National Online Program participants which are aligned with NDIS language and policies and participant goals. Writing of the post-program NDIS reports based on the information gathered throughout the program cycle by I CAN Network Program Facilitators and Mentors. Distributing NDIS reports 	<ul style="list-style-type: none"> Preparation and distribution of the majority of NDIS reports (we generally write between 50 - 80 NDIS reports per six-week Online mentoring cycle)
<p>3. Provide quality customer service to customers of the national program</p> <p>35% of time per week</p>	<ul style="list-style-type: none"> Supporting a quality customer experience through responding promptly via online@icannetwork.com.au to all enquiries from current or potential customers in I CAN Network. Providing assistance to the following customer service tasks which are shared across the National Online Mentoring Program staff: <ul style="list-style-type: none"> Following up service agreements Phone calls, as required, with parents on following up invoices and service agreements Sending out the family participant pack and answering any associated queries Following up parents re: program attendance Assist, where necessary, with Online Mentoring Intake and Enrolment during intake periods (below) Supporting, if necessary, a shift supervision roster 	<ul style="list-style-type: none"> Customers are referred to the right internal or external service Frequently Asked Questions on the I CAN website are used and updated Checklist on National Support Services for Young People and Carers are used and updated Outstanding accounts are followed up within four weeks of the Online cycle finishing

	<ul style="list-style-type: none">○ Supporting the Finance Manager with the National Online Program's accounts receivable and accounts payable○ Supporting, where necessary, the migration of the National Online Program with Salesforce	
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