



POSITION DESCRIPTION – Customer Service and Data Coordinator

Part 1 – Expectations for Your Role

Position	Customer Service and Data Coordinator
Service / Program	Early Childhood Approach - Campbelltown
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 2
Reports to	Early Childhood Approach Regional Lead
Effective Date	May 2025

Overview

The **Customer Service and Data Coordinator** plays a critical role in the effective day-to-day operation of the service by combining front-of-house reception, site coordination, high-level administrative support, and data analysis responsibilities. The role supports service delivery by ensuring smooth site operations, providing high-quality customer service, maintaining accurate administrative and operational processes, and generating timely data insights and reporting to inform decision-making and continuous improvement.

The role requires a high level of professionalism, confidentiality, initiative, and sound judgement, with the ability to work confidently and collaboratively in a complex, fast-paced environment.

Key Deliverables

Reception, Customer Service & Site Coordination

- Act as the professional and welcoming first point of contact for families, staff, and external stakeholders.
- Respond to phone, email, and in-person enquiries in a respectful, calm, and solution-focused manner, including managing sensitive, complex, or distressed interactions.
- Manage shared inboxes and correspondence, prioritising and responding within required timeframes.
- Maintain reception, waiting areas, consult rooms, and shared spaces to ensure they are safe, clean, and welcoming.
- Support effective site coordination through proactive communication and liaison across teams, service users, and key stakeholders.
- Contribute to a positive service experience by ensuring enquiries and issues are resolved or escalated appropriately.



Administration, Coordination & Site Operations

- Provide comprehensive administrative support to the Regional Lead and multidisciplinary team.
- Coordinate staff appointments, meeting rooms, playroom bookings, and fleet vehicle bookings to support efficient service delivery.
- Coordinate meetings, including preparation of agendas, minute-taking, distribution of records, and follow-up of action items.
- Reconcile and submit expense claims and corporate credit card acquittals in line with organisational requirements.
- Manage fleet vehicle servicing, maintenance, and associated records.
- Support onboarding of new staff, including coordination of site-based induction requirements and basic systems support.
- Coordinate office projects, events, and site maintenance activities.
- Review and improve administrative processes, systems, and workflows to enhance efficiency, consistency, and service quality.
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Data Analysis, Reporting & Continuous Improvement

- Generate accurate and timely daily, weekly, and ad hoc operational data reports from NDIA and internal business systems.
- Review, analyse, and interpret service and administrative data to identify trends, risks, and opportunities.
- Prepare and distribute operational, compliance, and performance reports to support planning, decision-making, and quality improvement initiatives.
- Maintain a high standard of data integrity through accurate data entry, validation, monitoring, and reporting practices.
- Provide informed recommendations based on data trends and analysis to support service improvement and decision-making by the Regional Lead and broader leadership team.
- Contribute to continuous improvement initiatives through data led insights and practical recommendations.

Work Health & Safety

- Conduct regular workplace health and safety checks in line with organisational requirements.
- Support the coordination of safety procedures, emergency drills, and site compliance activities.
- Promote a safety-first culture and contribute to maintaining a safe and compliant site environment.

Skills

- Minimum 5 years' experience in a busy, complex, client focused environment, preferably within the not-for-profit, health, disability, or community services sector.
- Demonstrated experience in reception, administration, site coordination, and stakeholder liaison.



- Proven capability in data entry, data analysis, and reporting, including the ability to interpret trends and provide meaningful insights.
- Advanced proficiency in the Microsoft Office Suite, particularly Excel, with the ability to produce accurate reports and manage data effectively.
- Excellent written and verbal communication skills, including the ability to manage sensitive or challenging interactions with professionalism and empathy.
- Strong customer service skills, with the ability to de-escalate conflict and respond appropriately to complex situations.
- Well-developed organisational and time management skills, with the ability to manage competing priorities, meet deadlines, and achieve key deliverables.
- High level of attention to detail, accuracy, discretion, and commitment to confidentiality.
- Demonstrated ability to work independently, show initiative, exercise sound judgement, and know when to escalate issues.
- Strong collaborative skills, with the ability to work effectively across teams and contribute to service and system improvement.
- Capacity to work onsite 5 days per week.

Desirable

- Experience supporting senior leaders and/or multidisciplinary teams.
- Understanding of NDIA systems, data, or performance reporting.
- Experience working in the Not for Profit sector.

Qualification/Registrations/Licences

- Relevant Administration qualifications
- National NDIS Worker Screening Check.
- Relevant Working with Children Check.
- NDIS pre-engagement screening cleared prior to commencement.
- Entitlement to work in Australia.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Light Lifting:** Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Ability to read documents and communicate effectively in person and via phone/video.
- **Travel:** Ability to travel locally to Each locations.



POSITION DESCRIPTION - Employee

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each’s values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each’s goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each’s policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Our Commitment to Inclusion at Each

At Each, inclusion is at the heart of how we work, connect and care. We are committed to creating a workplace and services that are safe, welcoming and responsive, where every person feels respected, valued and able to be themselves.

We celebrate and actively support diversity in all its forms, including Aboriginal and Torres Strait Islander peoples, LGBTIQ+ communities, people with disability, people from diverse cultural and faith backgrounds, people of all ages, and those with lived and living experience of our services.



All employees, volunteers and contractors at Each are expected to:

- Treat others with respect, curiosity and care
- Contribute to a workplace free from discrimination, bullying and harassment
- Engage in culturally safe and responsive ways
- Speak up and take action when behaviours do not align with our values
- Participate in learning to strengthen inclusion, equity and belonging

Key Selection Criteria

Skills & Behaviours

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.
- Understanding of the Not-For-Profit and Health sectors.

Mandatory Compliance

- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.