



POSITION DESCRIPTION

Position Title:	Customer Service Officer
Cluster / Business Unit / Division	Nuclear Precinct/Nuclear Medicine
Section or Unit:	Health
Classification:	Linked Role Band 3/4
Position Description Number:	PD-2133
Work Contract Type:	Administration
STEMM/NON-STEMM:	NON-STEMM

POSITION PURPOSE

The primary objective of the Customer Service Officer is to act as the first point of contact for Nuclear Medicine and take primary responsibility for the end to end management of customer orders. Provide efficient and effective customer service at all levels ensuring customer requirements are handled efficiently, accurately and in a timely manner.

ORGANISATIONAL ENVIRONMENT

ANSTO leverages great science to deliver big outcomes. We partner with scientists and engineers and apply new technologies to provide real-world benefits. Our work improves human health, saves lives, builds our industries and protects the environment. ANSTO is the home of Australia's most significant landmark and national infrastructure for research. Thousands of scientists from industry and academia benefit from gaining access to state-of-the-art instruments every year.

The Nuclear Precinct brings together the key areas of Reactor Operations, the commercial businesses of Health, ANSTO Nuclear Medicine (ANM) and Minerals & Radiation Services and Waste Management.

Reactor Operations provides nuclear services to ANSTO for the purpose of supporting the strategic objectives of the organisation. This includes the provision of neutron beams for research institutes and irradiation services to Health and ANM for the purpose of the manufacture and sales of radiopharmaceutical and radiochemical products.

Waste Management is responsible for the safe, compliant and effective management of legacy, current and future predicted radioactive waste arising in line with ANSTO's strategic objectives, regulatory requirements and public expectations.

The Minerals and Radiation Services business provides practical solutions and innovative technology in ways that deliver financial and environmental benefits to the mining and minerals processing industries.

ACCOUNTABILITIES & RESPONSIBILITIES

Key Accountabilities

At the band 3 role:

- Managing inbound and outbound customer service enquiries through being the first point of contact for orders and enquiries; providing product information, handling and resolving customer complaints.
- Ensure a high degree of accuracy in all transactions. Data accuracy is essential for the success in this role to maintain the high integrity of the department.
- Placing and processing customer orders in a timely, accurate and efficient manner.
- Follow and undertake all actions adhering to relevant processes and procedures.

- Prepare shipping bookings and required shipping documentation in conjunction with external suppliers, ensuring Customer requirements and documentation regulations are met.
- Maintaining appropriate databases including customer contact database and providing business managers with accurate data for inclusion in various reports.
- Maintain current knowledge of general products and services and ensure ANSTO's Sales and Marketing personnel are informed of customer needs as they arise.
- Initiate and/or implement corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction is maintained.
- Ensure that all complaints are treated with the utmost urgency, Protocols followed in line with business and regulatory requirements
- Competent in Pharmacovigilance
- Provide efficient and effective administration support as required which meets the business needs and regulatory requirements.
- Attend daily and weekly S & OP meetings representing the Customer service team, share relevant knowledge and relay updates back to the team
- Processing customer invoices including any credits or debits required, liaise with relevant internal and external accounts departments, act on any customer invoice queries in a timely manner
- Ensure correct information of product schedules and product specific information is relayed to the internal communications team, for uploading onto the ANSTO website
- Undertake additional duties as required and during periods of leave of other staff.

In addition to performing all Band 3 accountabilities, the Band 4 role includes;

- Manage SAP master pricing for ANSTO Health and ANM ensuring accuracy across products and customers
- Manage customer master data in SAP
- Ability to think clearly and laterally to plan customer and business requirements especially during scheduled maintenance shut downs
- Multi Skilled across all products and areas of Health and ANM to provide advice and solutions to customers and internal stakeholders.
- Provide knowledge, training and coaching related to escalated customer enquiries / complaints
- Provide knowledge and training specifically around complex specialised products or services
- Ensure processes and procedures are up to date, relevant and aligned to the business, take ownership of any updates to processes and procedures
- Competent in change control procedures and controlled document updates
- Thorough knowledge of all AH / ANM products to be able to troubleshoot and assist enquiries, collaborate and engage with ANM for planning and supply
- Thorough understanding of International shipping locations along with international shipping restrictions and requirements, ensure relevant documentation including licencing and permits are received to ensure smooth shipment
- In collaboration with the commercial team ensure all clinical trials are set up / managed and align with the trial contract arrangements and business requirements
- Knowledge and understanding of OPAL processes and procedures that align with ANSTO Health products and target irradiation services
- Produce financial reports when required for management and internal stakeholders
- Review and identify process improvements whilst being competent in internal quality assurance procedures.
- Competency in TGA requirements especially surrounding customer specific radiation licences
- Undertake additional duties as required and during period of leave of other staff.

Decision Making

- The position works within a framework of legislation, policies, professional standards and resource parameters. Within this framework the position has some independence in determining how to achieve objectives of the unit, including deciding on methods and approaches, operations, project planning.
- The position is required at times to make effective judgements under pressure and time constraints.
- The position determines key work priorities within the context of agreed work plans and will consult with the Customer Service Manager on complex, sensitive and major issues that have a significant impact on the customer or business unit
- The levels of authority delegated to this position are those approved and issued by the Chief Executive Officer. All delegations will be in line with the ANSTO Delegation Manual AS-1682 (as amended or replaced).

Key Challenges

The major challenges for this position include:

- Liaising with customers within a timely manner sometimes in demanding situations.
- Ensuring technical skills are maintained and improved as more incidents are being devolved to the service desk
- Effective communication with customers and service desk team members to achieve agreed outcomes.
- Clear and collaborative channels of communication across departments to ensure a team approach to solving problems and trouble shooting.
- Ability to work efficiently and with autonomy
- Improving customer service, response times and delivery efficiencies

KEY RELATIONSHIPS

Who	Purpose
Internal	
Manager/Executive	<ul style="list-style-type: none">• Receive guidance and direction• Provide regular updates on key tasks, challenges and critical issues that may impact customers, ANSTO's reputation• Recommend and gain endorsement for plans and goals and other initiatives• Escalate issues and propose solutions
Work area team members	<ul style="list-style-type: none">• Provide expert advice and analysis on a full range of matters• Contribute to group decision making processes, planning and goals• Support team members and work collaboratively to contribute and meet objectives• Negotiate and resolve conflicts
External	
Customers	<ul style="list-style-type: none">• First point of contact for all customers• Provide technical product knowledge• Triaging of customer requests and issues.

POSITION DIMENSIONS

Staff Data	
Reporting Line	Reports to the Customer Service Manager

Direct Reports	Nil Nil
Indirect Reports	Nil

Special / Physical Requirements

Location:	Lucas Heights Working in different areas of designated site/campus as needed
Travel:	May be required travel to ANSTO sites from time to time May be required to attend annual Nuclear Medicine conference/s May be required to visit customers and stakeholders within hospitals / Private Practices within Australia
Physical:	Office based physical requirements (sitting, standing, minimal manual handling, movement around office and site, extended hours working at computer)
Radiation areas:	May be required to work in radiation areas under tightly regulated conditions
Hours:	Willingness to work extended and varied hours based on operational requirements. Required to participate on an on-call Sunday roster normally working remotely After hours work may be required where necessary for certain periods. Which may include weekends or Public Holidays, normally via telephone only. Must be willing to review, change and flexibly manage work hours, subject to the operational requirements of the business, which may include extended and/or varied hours.
Clearance requirements:	Satisfy ANSTO Security and Medical clearance requirements
Linked Role Transition:	Transition from Band 3 to Band 4 will occur following a recommendation from the relevant line manager, assessment by management and approval from the GM Nuclear Medicine Products Transition within the linked role is not automatic and ability to perform Band 4 accountabilities will need to be demonstrated and assessed. This is to be done by completing a full written submission demonstrating and justifying how the employee meets the transition requirements noted above.

Workplace Health & Safety

Specific role/s as specified in AP-2362 of the ANSTO WHS Management System	All Workers Other specialised roles identified within the guideline a position holder may be allocated to in the course of their duties
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ORGANISATIONAL CHART

On file

KNOWLEDGE, SKILLS AND EXPERIENCE

Band 3

1. Year 12 education, or TAFE Business Administration Certificate III level or equivalent, and/or previous experience in a customer service or logistics role, ideally from within manufacturing
2. Extensive experience in customer service

3. Demonstrated commitment to providing high quality customer service with a genuine willingness to meet customer needs
4. Proven communication skills including written, verbal and listening skills
5. Highly developed interpersonal skills to communicate and collaborate with a variety of people across different work groups and levels of the organisation.
6. Effective problem solving and organisational skills and the ability to develop long-term plans coupled with the capability to modify and accommodate short-term ad-hoc deliverables whilst working calmly in a busy customer service environment.
7. Attention to detail and accuracy through competent numeracy and literacy skills.
8. Basic computer skills including Office, SAP and data entry and the ability to learn new software/systems
9. Ability to follow protocols and guidelines
10. Ability to show initiative and be proactive
11. Ability to work independently and within a team
12. Personal qualities to deliver both internal and external service in a courteous, professional and efficient way.

In addition to the requirements at the Band 3 level the Band 4 level requires:

1. 2-4 years' experience providing first level customer service support
2. Experience in providing high quality support for complex technical issues
3. Demonstrated ability to identify opportunities for improvement relating to existing procedures
4. Demonstrated ability to coach and mentor team members
5. Demonstrated ability to liaise with other departments on technical issues
6. High level computer skills including Office, SAP and data entry and the ability to learn new software/systems
7. Strong problem solving and organisational skills; attention to detail; develop long-term and short term deliverables whilst working calmly and efficiently in a busy customer service environment
8. Technical skills to create workflows and sales reports.

VERIFICATION

This section verifies that the line manager and appropriate senior manager/executive confirm that this is a true and accurate reflection of the position.

Line Manager		Delegated Authority	
Name:	Suzanne Smart	Name:	Ian Martin
Title:	Customer Service Manager	Title:	GM Nuclear Medicine
Signature:		Signature:	
Date:		Date:	