



UNITED SERVICES UNION

POSITION DESCRIPTION

Position	Information Services Officer
Reports to	Manager Metro
Division	Information Centre
Grade	2.1
Effective date	15/03/2023

ORGANISATION CONTEXT

The United Services Union represents local government, energy, airline, clerical and administrative employees throughout New South Wales, protecting and furthering their rights.

PRIMARY PURPOSE

The position is accountable for providing front line membership support and customer service that promotes the professional image of the Union and its services.

This position is also accountable for upholding and applying the principles of Trade Unionism.

DUTIES

- Provide information and advice to members, through first-level problem determination and resolution strategies.
- Persuade employees to join the Union, encourage members to participate in the Union and facilitate the maintenance of membership.
- Maintain accurate and readily accessible membership records.
- Provide information to organisers, managers and other stakeholders to support to inform decision-making and support the objectives of the Union.
- Contribute to the performance of the Union: leading by example, demonstrating professional conduct, making the best use of knowledge, experience and skills, and being accountable for the decisions made.
- Ensure a safe working environment by taking accountability for own actions and complying with the Union's WHS policies and procedures.

The jobholder is required to undertake any other duties, projects or tasks as directed by the General Secretary, which are within his/her skills, competence and training.

The jobholder is to comply with the Union's Rules, policies and procedures (as varied from time to time) and undertake training and development where it improves their capability and capacity to undertake the inherent requirements of the position to the standard required by the Union.

ESSENTIAL CRITERIA

- Contemporary experience in providing customer service in a high volume telephone traffic contact centre environment.
- Contemporary experience in debt collection.
- Contemporary knowledge of awards and industrial relations legislation impacting on members.
- Contemporary knowledge and demonstrated application of Microsoft Office suite.
- Demonstrated interpersonal and communication skills, including conflict resolution, listening and problem analysis.
- Demonstrated ability to maintain a high level of discretion and confidentiality.
- Demonstrated ability to plan and organise priorities and monitor workflow.
- Knowledge of the Union and its political and social impacts.

DESIRABLE CRITERIA

- Completion of Union Delegates Training course.
- Previous experience with Stratum membership database, iMIS CRM or similar.

POSITION COMPETENCIES

Competency Code	Unit of Competency
	Common Units
	Communication
BSBCMN203A	Communicate in the workplace
	WH&S
BSBCMN211A	Participate in workplace safety procedures
BSBCMN311A	Maintain workplace safety
BSBCMN109A	Follow environmental work practices
BSBCMN215A	Participate in environmental work practices
	Services
BSBCMN208A	Deliver a service to customers
BSBCMN209A	Provide information to clients
BSBCMN216A	Create customer relationship
BSBCMN217A	Process customer feedback
BSBCMN316A	Process customer complaints
BSBCMN317A	Meet customer needs and expectations
BSBCMN409A	Promote products and services
BSBCMN410A	Coordinate implementation of customer service strategies
BSBCMN414A	Undertake marketing activities
BSBCMN418A	Address customer needs
	Training
BSBCMN104A	Plan skills development
BSBCMN210A	Implement improved work practices
BSBCMN301A	Exercise initiative in a business environment
BSBCMN302A	Organise personal work priorities and development
BSBCMN304A	Contribute to personal skill development and learning
	Work Practices
BSBCMN108A	Develop keyboard skills
BSBCMN202A	Organise and complete daily work activities

Competency Code	Unit of Competency
BSBCMN204A	Work effectively with others
BSBCMN205A	Use business technology
BSBCMN206A	Process and maintain workplace information
BSBCMN213A	Produce simple word-processed documents
BSBCMN214A	Create and use simple spreadsheets
BSBCMN306A	Produce business documents
BSBCMN307A	Maintain business resources
BSBCMN318A	Write simple documents
	E-Business
BSBEBUS301A	Search and assess online business information
BSBEBUS302A	Use and maintain electronic mail system
BSBEBUS308A	Maintain online business records
BSBEBUS401A	Conduct online research
	Frontline Management
	Work Teams
BSBCMN404A	Develop teams and individuals
	Systems & Processes
BSBCMN412A	Promote innovation and change
	MARKETING
BSBMKG301A	Research the market
BSBMKG304A	Assist with market research
BSBMKG401A	Profile the market
	Recordkeeping
BSBRKG301A	Control records
	Specialist Administration
BSBADM305A	Create and use databases
BSBADM306A	Create electronic presentations
BSBADM407A	Administer projects
	Unionism
BSBUN401A	Develop and implement an organising plan
BSBUN402A	Empower members
BSBUN403A	Communicate with workers
BSBUN404A	Promote equality of opportunity and fair treatment for all members
BSBUN405A	Promote the values, principles and policies of the union
BSBUN407A	Provide advice to union members and undertake negotiations
BSBUN501A	Develop, manage and review campaigns and projects
BSBUN506A	Coordinate research and analysis
	Service and Information
ICTCC101A	Communicate effectively in a customer contact centre
ICTCC110A	Work effectively in a contact centre environment

Competency Code	Unit of Competency
ICTCC111A	Respond to inbound customer contact
ICTCC471A	Acquire product or service knowledge
ICTCC121A	Use an enterprise information system
ICTCC270A	Conduct data collection
ICTCC320A	Use multiple information systems
ICTCC431A	Implement customer service strategies in a contact centre
ICTCC252A	Resolve customer complaints
ICTCC330A	Manage customer relationships
ICTCC112A	Conduct outbound contact operations
ICTCC610A	Optimise customer contact operations
ICTCC340A	Conduct a telemarketing campaign
ICTCC352A	Resolve complex customer complaints
ICTCC630A	Develop and maintain a service level strategy
ICTCC640A	Develop and maintain a customer contact marketing strategy
ICTCC641A	Campaign design and fulfilment
ICTCC670A	Forecast and plan using call traffic information analysis
ICTCC683A	Strategic integration of customer contact operations

SIGNATURE

Name (please print)

Signature

Date