

Position Description

Customer Bookings Officer

Department: Interpreting Services
 Reports to: Team Leader, Interpreting Services
 Location: Brisbane

POSITION PURPOSE:

The primary purpose of this role is to deliver information access to Deaf, Deafblind and Hard of Hearing people through the provision of high-quality interpreters and customer service. The Bookings Officer will ensure that customer demand is met by following established workflow processes and completing all daily administration tasks. This role has a strong focus on growth through the provision of high-quality customer service.

POSITION – KEY RESULT AREAS

ACCOUNTABILITY			
Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

Operational Duties

[1]

At the direction of the Customer Bookings Team Leader, complete the day-to-day operations tasks of the Interpreting Service Team including:

- Answer and respond to all phone calls, email and online requests in a professional and timely manner.
- Allocate interpreting requests to permanent and casual interpreters using the electronic booking system to achieve service KPIs
- Liaise and negotiate with customers as to the timing of appointments to optimise serviceability and utilisation of the interpreter workforce
- Provide advice, education, and instruction on interpreter booking procedures to new clients
- Complete all daily administration tasks following the service policies and processes
- Respond to and report on customer feedback, complaints and incidents in consultation with the
- Team Leader, Interpreting Services and the Manager, Interpreting Services as required, in line with the organisation's complaints procedure
- Compile and keep up-to-date statistics and reports as requested by the Team Leader, Interpreting Services
- Actively foster positive relationships with key stakeholders – customers and interpreters
- Engage in, and ensure staff engage in, the application of Occupational Health and Safety practices for both themselves and interpreters
- Attend and participate in team and service meetings as required
- Participate in training on systems and processes
- Provide input to workplace innovation and improvements with a focus on the growth and development of scalable systems and processes across the service.



Compliance

Ensure that all work practices, documents, and associated aspects are maintained in alignment with:

- Organisation policies and procedures
- Service policies and procedures
- NDIS Practice Standards
- ISO 9001: Quality Management Systems
- Specific contract requirements if applicable

General

Lead and/or contribute to the review of workplace health and safety procedures, including investigation of incidents and critical incidents, as well as the management of identified hazards.
 Lead and/or contribute to the development and review of Deaf Services quality management systems.
 Other duties as directed by Team Leader, Interpreting Services or Manager, Interpreting Services

DECISION MAKING

Decisions

Time management and work priorities

When to use freelance interpreter or staff interpreter

To take appropriate action in relation to matters of urgency regarding booking requests

Recommendations

Systems and process recommendations to maximise efficiency of Interpreting Service Team
 Optimise KPIs of staff interpreters and maximise serviceability of requests
 Allocation/ Swapping of interpreters to optimise the booking roster

PRIMARY RELATIONSHIPS

Internal

General Manager, Interpreting Service
 Manager, Interpreting Service
 Customer Bookings Team Leader, Interpreting Service
 Customer Service Team Members
 Interpreters

Purpose / Relationship

Strategic vision and direction
 Strategic vision and direction
 Direct Line supervision and support
 Collaboration and support
 Information and administrative support

External

All visitors and stakeholders

Purpose / Relationship

Information and liaison

Persons/functions that report to this position

Nil

Role / Relationship

KNOWLEDGE AND SKILLS

Requirement for skills / Knowledge in this position

	[N] None	[L] Little need	[D] Desirable	[M] Moderate	[I] Important	[C] Critical
Leading			*			
Innovating						*
Planning						*
Organising						*
Patience & Friendliness						*
Customer/Client Orientation						*
Financial Acumen				*		



Administration						*
Auslan					*	
Professionalism						*
Acceptance						*
Problem Solving						*
Deciding					*	
Implementing						*
Communicating						*
Flexibility						*
Consulting						*
Participating						*
Data Gathering					*	
Evaluation						*
Lobbying					*	
Negotiating						*

SELECTION CRITERIA

Essential

- Demonstrated highly developed administrative, organisational and time management skills
- Highly developed engagement and communication skills which demonstrate an ability to liaise with staff and customers
- Proven ability to meet targets and deadlines and juggle competing priorities
- Ability to develop and enhance partnerships with multiple stakeholders.
- Ability to work autonomously.
- Positive and flexible attitude.

Desirable

- Knowledge of the Deaf community, language and culture
- Experience or knowledge in the organisation and the interpreting industry
- Auslan skills

Please sign below your agreement of the above position description

.....
Print Name

.....
Signature

.....
Date