# Position Details

## Administrative Services- CSOF4

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| The following information is for applicants |
| Advertised Job Title | Customer Experience Coordinator |
| Job Reference | 77249 |
| Tenure | Specified Term of 2 years Full-time |
| Salary Range | AU$85,361 to AU$96,573 pa (pro-rata for part-time) + up to 15.4% superannuation |
| Location(s) | Brisbane, Sydney, Melbourne |
| Relocation Assistance | Not Applicable |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents Only |
| Position reports to the | Customer Program Manager, Program Design & Management |
| Client Focus – Internal | 80% |
| Client Focus – External | 20% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Sally McHugh via email at sally.mchugh@csiro.au  |
| How to apply | Apply online at <https://jobs.csiro.au/> Internal applicants please apply via **Jobs Central**If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220. |

### Role Overview

## Administrative staff in CSIRO provide administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

The Customer Experience Coordinator play a pivotal role in the design and build of customer experience programs for the organisation. While operating as part of the Business Development and Global (BD+G) team this role will collaborate heavily with the Customer Experience and Service Delivery (CXSD) Program supporting the delivery of programs against CSIRO’s organisational growth objectives. This newly created role will focus on supporting the design and build of programs and workflows to improve customer experience, enabling improvements across the customer journey and opportunity pipeline and maximising the value of services through well designed and managed projects, effective stakeholder management, and robust contractual and financial management. The role will support and leverage existing programs, training and systems to ensure an integrated approach for customer engagement, capability development, growth opportunities and program design.

### Duties and Key Result Areas:

* Reporting to the Customer Program Manager to support implementation of CXSD program, using knowledge and skills for customer experience and project management to make recommendations that enable system and process improvements and support project planning, management and delivery.
* Develop good working relationships with internal stakeholders and liaise with colleagues and external customers to anticipate needs, take personal responsibility for guaranteeing customer satisfaction, and correct problems promptly and in a constructive manner.
* Provide project coordination and administrative support for customer experience projects, including but not limited to management of leads, key customer activities, pipeline development, growth opportunities, quality data capture in CRM system, and outputs usability and reporting.
* Undertake proactive project reporting and data analytics and generate system dashboards and presentation decks with content, exercising initiative, identify opportunities to generate improved solutions, and trying creative ways to deal with problems and opportunities.
* Support, schedule and facilitate the smooth running of training programs to improve use of systems, tools and improve capability for customer engagement including preparation and dissemination of group correspondence, facilitator liaison, support and problem resolution. As required, act as producer for virtual workshop sessions and deliver training on system to internal stakeholder and team members.
* Support procurement processes, including contract management, for key delivery partner engagements. Support project budgeting, track, reconcile and monitor project financials, and process invoices.
* Establish networks with other support service professionals in CSIRO and externally to ensure that the program continues to add value.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of the Program Design and Management (PDM) multi-disciplinary, regionally dispersed team, to carry out tasks in support of CXSD and Growth objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment procedures and policy, Diversity initiatives and Making Safety Personal goals.
* Other duties as directed.

## **Required Competencies:**

* **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other teams as well as industry colleagues.
* **Influence and Communication:** Uses knowledge of other party's priorities and adapts presentations or discussions to appeal to the interests and level of the audience. Anticipates and prepares for others reactions.
* **Resource Management/Leadership:** Allocates activities, directs tasks and manages resources to meet objectives. Provides coaching and on the job training, recognises and supports staff achievements and fosters open communication in the team.
* **Judgement and Problem Solving:** Investigates underlying issues of complex and ill-defined problems and develops appropriate response by adapting/creating and testing alternative solutions.
* **Independence:** Recognise and makes immediate changes to improve performance (faster, better, lower cost, more efficiently, better quality, improved client satisfaction).
* **Adaptability:**Copes with ambiguity or situations that lack clarity. Adapts readily to changing circumstances and new responsibilities (which may include activities outside own preferences) in the interests of achieving team objectives. Recognises the need for and undertakes personal development as a result of changes.

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Relevant diploma/bachelor’s degree or equivalent relevant work experience
2. Customer engagement experience and highly developed interpersonal skills with demonstrated ability to solve problems to improve customer experience
3. Demonstrated experience in project coordination and the management of a variety of stakeholders in high pressure situations
4. Excellent written and verbal communication skills to supply timely and accurate information in a professional manner to internal and external stakeholders
5. Proficient computer skills, including MS Office suite (Word, Excel, Outlook, Teams) and a willingness to learn and adapt to new technologies
6. Demonstrated experience using Customer Relationship Management systems
7. Proven ability to establish and develop strong stakeholder relationships utilising influencing skills to gain support for new initiatives both within and outside an organisation
8. The ability to work effectively in a team environment, proactively collaborating and consulting with internal and external stakeholders to accomplish objectives
9. The ability to identify complex issues and develop appropriate responses through abstract thinking and using creative solutions.

## **Desirable:**

1. Experience working with Microsoft Dynamics.
2. Project management qualification

Special Requirements

Appointment to this role may be subject to conditions including provision of a national police check as well as other security/medical/character clearance requirements.

* The successful candidate will be asked to obtain and provide evidence of a National Police Check or equivalent. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

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