# Position Details

## Administrative Services – CSOF2

The following information is for applicants

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| Advertised Job Title**:** | Customer Service/Front Office Administrator |
| Job Reference: | 58980 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| Percentage of Client Focus - Internal: | 30% |
| Percentage of Client Focus - External: | 70% |
| Reports to the: | Sales Development Manager |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Amanda Rice - [Amanda.Rice@csiro.au](mailto:Amanda.Rice@csiro.au) |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto:careers.online@csiro.au). |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’) |

## Role Overview

Administrative staff in CSIRO provides 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.

CSIRO Publishing is an independent science and technology publisher of books, journals and magazines with a strong emphasis on digital publishing. It carries a national-interest publishing obligation underwritten by agreements between Australian Academy of Science and CSIRO. The business unit is owned by and operates within CSIRO on a commercial basis with its viability dependent on the capacity to generate revenue, produce quality products and sufficient return on investment.

The Customer Service/Front Office Administrator will report to the Sales Development Manager of CSIRO Publishing. The role will undertake a range of administrative tasks in accordance with established procedures and using skills developed through experience and/or training. Tasks may include the preparation of straight forward reports, entry, maintenance and retrieval of data, general clerical support, responding courteously and efficiently to routine enquiries, keeping clients informed about progress and redirecting enquiries to appropriate staff when required.

## Duties and Key Result Areas:

* Attract potential customers and sales by answering phone calls and email enquiries, including responding to product and service queries and suggesting information about other products and services.
* Process customer orders and other transactions such as opening customer accounts by recording account information and maintaining customer records.
* Handle customer queries, including complaints, and provide appropriate solutions.
* Build sustainable relationships of trust through open and interactive communication by phone and email.
* Recommend potential products or services to management by collecting customer information and analysing customer needs.
* Administration duties including, but not limited to: receiving and sorting daily mail; answering, screening and forwarding incoming phone calls; receiving visitors at the front desk by greeting, welcoming, directing them appropriately and following established reception security procedures.
* Coordinate communications on building maintenance and office equipment repairs.
* Help with room bookings, ordering catering and meeting set-ups for on-site events.
* 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 a multi-disciplinary, often regionally dispersed research team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## Competencies:

1. **Teamwork and Collaboration:** Demonstrates initiative, actively contributing as a team member. Supports team decisions and keeps other team members up to date about individual actions. Shares all relevant and useful information. Pitches in and helps other team members when necessary.
2. **Influence and Communication:** Communicates basic facts in a courteous manner including posing appropriate questions to gain factual information.
3. **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
4. **Judgement and Problem Solving:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
5. **Independence:** Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.
6. **Adaptability:**Accepts the need for change to work routines or technology.

## Essential Criteria:

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

1. Demonstrated experience and skills working in a reception and/or customer service oriented environment, as well as the ability and willingness to undertake a range of administrative tasks.
2. A history of providing exceptional customer service to multiple stakeholders.
3. Excellent verbal communication skills with a good phone manner and good written skills.
4. Proven organisational skills including the ability to identify priorities, respond to enquiries and multitask in a professional manner.
5. Sound keyboard skills and knowledge of Microsoft Office applications including Word, Outlook, Excel and PowerPoint.
6. The ability to show discretion and tact when interacting with external and internal clients.

## Desirable Criteria:

1. Keen interest in publishing and communicating science.

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!

Find out more about CSIRO [Publishing](https://www.csiro.au/en/Publications)