

POSITION DESCRIPTION
TIR Operator



Location: Eight Mile Plains
Reports To: Director – Call Centre
Date Updated: October 2007

ROLE PURPOSE

Telephone Information and Referral (TIR) Operators provide quality information to clients, and to refer them to appropriate services within RAQ and relevant external service providers. Further components of the position's activities will be to assess the needs of the telephone caller, and to provide a centralized booking system for clients.

KEY RESPONSIBILITIES

Service Delivery Responsibilities:

- Provide RAQ clients with a responsive service that displays an understanding of the problems they are encountering.
- In accordance with protocols, conduct a brief assessment of the client needs in order to make appropriate referrals and bookings.
- Utilising the central computer system and the 4Discs program, provide a central booking system for face-to-face and telephone counselling.
- Attend to crisis calls including linking / referring caller to the nominated counsellor, or partner service, attending to crisis calls during that shift.
- Provide to clients information as to the services RAQ provides, as well as other services available to them in the community. This information may be given verbally and/or as mailed out materials.
- As appropriate, facilitate referrals to nominated community support groups and services.
- Ensure client enquiries are recorded on 4Discs.
- Establish clients on 4Discs.
- Contribute as an active member of the Call Centre team.

General Responsibilities:

- Maintain statistical records and provide reports as required.
- Maintain effective communication with line management on matters pertaining to the functions of the position.
- Maintain up-to-date referral protocols for commonly used services.
- Participate in professional development including accreditation (as a TIR Operator).
- Generate follow-up calls for client evaluation purposes and enter data onto systems.
- Adhere to RAQ policy and direction, particularly in relation to the delivery of client services.

Organisational Responsibilities:

- Adhere to the Code of Conduct in a manner that is consistent with both its spirit and intent
- Adhere to all organisational policies, procedures, standards and practices
- To act only in ways that advances RAQ objectives, values and reputation
- To act with honesty, integrity and good faith at all times
- To raise any issues or concerns in a manner consistent with RAQ complaints and grievance processes
- Other duties, consistent with skills and experience, as directed by the reporting manager

SELECTION CRITERIA

1. Previous experience in customer service or telephone work.
2. Ability to demonstrate high level of competency in computer applications including word processing, use of databases, spreadsheets, electronic mail and web searches.
3. Ability to demonstrate good communication skills, particularly verbal.
4. Relevant qualification/s (Certificate III in a business field, or substantial experience that would enable successful completion of the recognition of Prior Learning process for Certificate III or higher).
5. Experience in an incoming call centre environment, preferably with a community service organisation, is highly desirable.
6. Highly developed interpersonal and communication skills, both written and verbal.
7. Ability to work with diverse groups such as young people, women, people with an intellectual disability, Aboriginal people, Torres Strait Islanders, and people from different socio economic backgrounds.
8. Ability to work as a team member within the ethos and values of Relationships Australia (Qld).
9. A commitment to professional growth.

It should be noted that Position Descriptions are under constant review and may be changed by the Chief Executive Officer at any time.