

# POSITION DESCRIPTION



|                                  |                          |     |
|----------------------------------|--------------------------|-----|
| <b>Title:</b>                    | District Support Officer |     |
| <b>Reporting to:</b>             | Support Unit Coordinator |     |
| <b>Department:</b>               | Member Services          |     |
| <b>Number of direct reports:</b> | 0                        |     |
| <b>Total No. of Staff:</b>       | 0                        |     |
| <b>Financial Responsibility</b>  | Income Budget (pa):      | N/A |
|                                  | Expense Budget (pa):     | N/A |
|                                  | Expense Authority:       | N/A |

## RSL NSW Overview

The Returned and Services League of Australia New South Wales Branch (RSL NSW) was formed in 1917 and currently has over 35,000 members in 350 sub-Branches throughout New South Wales.

### Our Vision

To be recognised and respected as the pre-eminent association within the Defence Family in New South Wales.

### Our Purpose

To ensure that veterans and their families are **respected, supported** and **remembered**.

## Purpose of Role

The District Support Officer is the first point of contact for all in-bound enquiries within an allocated District. This role is responsible for ensuring that each interaction is met with a consistent professional standard acting as an ambassador for the RSL NSW brand.

This role works directly with RSL NSW sub-Branches and members to meet their needs, answer their questions and provide essential support.

## Key Responsibilities & Duties

Within their allocated District, typical duties of this position will include, however, are not limited to the following:

- Provide support and guidance to sub-Branches on matters such as:
  - Constitutional compliance
  - Regulatory compliance
  - Maintaining the member database
  - Accessing and utilising RSL NSW Information Technology platforms
  - Commemoration protocol
  - Fundraising
  - Grants and financial support
  - Recruiting
- Provide support to members and veterans by connecting them with support services such as:
  - Compensation advocacy
  - Wellbeing support
  - Membership issues
- Manage responsibility for the stakeholder journey from the first contact through to feedback and any issues that occur along the way ensuring its completion and stakeholder satisfaction.
- Ensure that each enquiry, feedback or complaint is directed to the appropriate resource. Following the correct escalation procedure where necessary based on established standards
- Ensure all in-bound and outbound communication logs are up-to-date, accurate and concise.
- Provide generic and ad-hoc reports to the organisation to support customer service development and organisational insight
- Develop a rapport and build networks with sub-Branches and members
- Make recommendations to management to improve stakeholder experience
- Provide valuable information to other departments on stakeholder and business feedback, resulting in key strategic initiatives to enhance the customer experience
- Attend staff meetings as required.

## Key Working Relationships

| Position Title / Group                        | Nature of Work and Purpose   |
|---|--|
| District Council & sub-Branch Executive       | Directly supports these stakeholders   |
| Support Coordinator                           | Reports to and is accountable to this position.  |
| Sub-Branch Advisory Manager & State Secretary | Works extensively with these positions.  |
| RSL NSW, entities, members and sub-Branches   | Broadly supports and assists with requests for information and assistance as required. |

## Selection Criteria - Essential

- Demonstrated ability to assess and manage high volume workflow, including the need to escalate issues.
- Experience in collaborating in a small team, specifically demonstrating initiative & prioritisation to resolve issues.
- Customer Service experience

- Demonstrated ability to utilise resources to support stakeholders.
- Excellent stakeholder focused verbal and written communication skills.
- Experience in record management.
- Ability to maintain confidentiality.

**Selection Criteria - Desirable**

- Tertiary, TAFE or similar training in customer service.
- Work collaboratively with other departments and stakeholders.
- Knowledge of RSL NSW and the role of sub-Branches
- Support the values of RSL NSW through volunteering to be involved in commemoration events and fundraising initiatives.

**Key Success Factors**

- Building positive relationships with sub-Branches and members
- Contribute to team discussions on enhancing service and support to sub-Branches and Members
- Building corporate knowledge to better support sub-Branches and members.

**Acknowledgement and Acceptance**

As the incumbent of this position, I confirm that I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is further expected that this position description will change over time due to the nature of RSL NSW activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

| Approved by:               |     |
|----------------------------|-----|
| <b>Manager Signature:</b>  |     |
| <b>Manager Name:</b>       |     |
| <b>Date:</b>               | / / |
| Agreed by:                 |     |
| <b>Employee Signature:</b> |     |
| <b>Employee Name:</b>      |     |
| <b>Date:</b>               | / / |