

Customer Support Officer - Position Description

POSITION TITLE	Customer Support Officer
DEPARTMENT / INDUSTRY	Children's Services
AWARD / AGREEMENT	Clerks - Private Sector Award 2020
CLASSIFICATION / GRADE	Level 2

About YMCA South Australia

“We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit” (our mission).

YMCA South Australia is a not-for-profit community organisation that has served the South Australian community for 175 years. With approximately 1,200 employees (and growing), we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, camps, early education and schools and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life.

Our updated vision (FY27-30) is **“Whole people. Strong communities. South Australia flourishing.”**

The Y Factor

YMCA South Australia’s culture is characterised by what we call “the Y Factor” – **“genuine care for the whole person, for every person.”** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community’s wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can “grow in body, mind and spirit”.

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

“As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.”

The Customer Support Officer provides frontline administrative and customer support within the Children’s Services Support Services Team, supporting the Outside of School Hours Care and Early Learning and Care business units.

This role is the first point of contact for families, Directors, Educators and Regional Managers on enrolments, bookings, payments and general account enquiries, escalating complex or specialist matters to the Senior Support Officer or Team Coordinator.

Areas of accountability	Key duties
Delivery of Quality Service	• Provide frontline telephone and email support to families, OSHC Directors and Educators, ELC staff and Regional Managers on routine enquiries • Respond to general enquiries received through the shared inbox, escalating complex or specialist matters to the Senior Support Officer or Team Coordinator • Process routine enrolments, including reviewing submissions, confirming payment details, verifying supporting documentation and following up incomplete enrolments • Support Vacation Care administration, including processing enrolments, uploading brochures, publishing Communications posts, configuring rooms and responding to booking enquiries • Uphold YMCA South Australia’s philosophy, policies and procedures in all administrative tasks
Specialist Compliance & Financial Administration	• Review, process and resolve Xplor booking requests and manage service waiting lists • Conduct daily review of scheduled payments, checking payment amounts and correcting routine payment failures • Create and maintain family payment plans, one-off payments, updated payment details and direct debit changes • Update child and family account records, account status and inactive children within Xplor • Create and manage Playground accounts as requested by Services and Regional Managers • Generate Failed Payment reports, send reminders and follow up outstanding accounts with families • Process EFTPOS payments for OSHC, Early Learning and Youth Parliament, including issuing receipts and updating family accounts • Process approved refunds and support reconciliation of family accounts following approval

	• Run weekly Master Roll Error reports, identify discrepancies and follow up outstanding corrections with Services • Publish Communications posts and service notices, including pupil free day advice, room capacity updates and Vacation Care information
Customer Support	• Monitor, participate in and promptly respond to customer needs and concerns to ensure a high quality of service • Liaise with community organisations and internal and external relationships where required • Support the resolution of routine Master Roll and Xplor enquiries raised by Services

Key Relationships

Reporting to:	Children's Services Administration Manager
Direct Reports:	Nil
Key Internal Relationships:	• Senior Customer Support Team Officers • Children's Services Operations Team • Children's Services Quality Team • Corporate Services
Key External Relationships:	• Xplor • Department of Education (CCS) • Families • Other stakeholders including DCP

Selection Criteria

Qualifications and Licences – Essential

- Relevant qualification in children's services, administration or equivalent experience
- National Police Check (NPC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).

Knowledge and Experience – Essential

- Minimum one year experience in an office / administration setting
- Assigns clear accountability and ensures continuous improvement
- Research and investigation skills
- Excellent interpersonal skills and highly developed communication skills
- Proven capability to build strong and positive relationships with key stakeholders, including consultation and engagement to maximise outcomes
- Ability to maximise participation and financial return to YMCA
- Fosters a learning environment embracing diverse abilities and approaches

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- Ability to problem solve and create solutions.
- Strong telephone and email communication skills, with the ability to respond to enquiries clearly and professionally
- Experience using CRM or client management systems, with Xplor or similar software highly regarded
- Demonstrated ability to engage and build relationships with a range of stakeholders, including families, Directors, Educators and external agencies
- Accurate data processing and record-keeping skills, with high attention to detail
- Demonstrates a commitment to the YMCA's mission, and is able to role-model the "Y Factor" to others
- Creates a fun and exciting work atmosphere that is hardworking and goal orientated
- Demonstrated ability to work effectively both independently and as part of a team
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner
- Punctual in both attendance on shift and attendance at staff meetings
- Promptly responds to customers' needs or concerns
- Recognises and acts on the need for support and will accept and delegate responsibility when required
- Models, demonstrates, and teaches positive values like caring, honesty, respect and responsibility
- Maintains high standards of presentation and personal grooming.

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

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For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.

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- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.
- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	July 2026
Approved by:	Komala Champion, Head of Children's Services

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	