

Senior Customer Support Officer - Position Description

POSITION TITLE	Senior Customer Support Officer
DEPARTMENT / INDUSTRY	Children's Services
AWARD / AGREEMENT	Clerks - Private Sector Award 2020
CLASSIFICATION / GRADE	Level 4

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 Senior Customer Support Officer provides specialist financial, compliance and accounts administration support within the Children’s Services Support Services Team.

This role manages complex Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) administration, accounts payable and receivable, debt management, staff account reconciliation and Department for Child Protection (DCP) account support and provides guidance to the Support Officer team on complex or escalated matters.

Areas of accountability	Key duties
Delivery of Quality Service	- Investigate and resolve complex account enquiries escalated via the shared inbox, coordinating responses across multiple teams where required - Provide specialist advice to families regarding CCS eligibility, subsidy calculations, gap fees, subsidy reductions and billing impacts - Process High Risk and Department for Child Protection (DCP) enrolments, including guardianship and at-risk documentation, ensuring compliant records are maintained in Xplor - Support Directors, Educators and Regional Managers with Xplor system administration and functionality - Answer enquiries from clients and internal staff in a professional and customer-focused manner
Specialist Compliance & Financial Administration	- Administer ACCS Certificates and Determinations, including uploading documentation, recording case notes, liaising with external support agencies and re-processing applications within required timeframes - Monitor ACCS expiry dates and maintain compliance documentation across all active determinations - Monitor CCS notifications generated by Xplor and support families following subsidy changes - Process accounts payable and receivable transactions in an accurate and timely manner - Prepare invoices, quotes and financial reports - Reconcile bank statements and identify, investigate and resolve discrepancies - Maintain financial records, ledgers and supporting documentation, including within Xero - Undertake staff account reconciliation and billing for partner schools, including Pembroke School and Encounter Lutheran College, including reconciliation of manual records, Xplor account adjustments and preparation of reconciliation reports for the Head of Finance - Support debt management activity, including payment plans, escalation of outstanding accounts and monitoring of the organisation’s debt position

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	• Provide DCP account administration, including account statements, liaison with Child Protection staff and billing support • Support compliance with Family Assistance legislation and accounting and administrative procedures through oversight of Master Roll accuracy and financial reporting
Administration	• Provide technical support relating to Xplor and funding processes to the Support Officer team and Services • Provide guidance and assistance to Support Officers on complex or non-routine enquiries • Manage correspondence, filing systems and database records • Schedule appointments, coordinate meetings and manage calendars as required • Assist with data entry and maintain accurate records across financial and operational systems • Maintain accurate compliance and case note documentation across all specialist functions
Customer Support	• Monitor, participate in and promptly respond to complex customer needs and concerns to ensure a high quality of service • Liaise with community organisations, external support agencies and internal and external relationships as required

Key Relationships

Reporting to:	Children's Services Administration Manager
Direct Reports:	Nil
Key Internal Relationships:	• 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, business administration, accounting 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

- Proven experience in accounts administration or a similar administrative role
- Demonstrated experience in Child Care Subsidy (CCS), ACCS or similar family assistance compliance administration
- Knowledge of accounting principles and bookkeeping practices
- Strong proficiency in Microsoft Office applications, particularly Excel and Word
- Familiarity with accounting software or systems, with demonstrated expertise in Xero
- High level attention to detail and accuracy in complex financial reconciliation and when handling financial information
- Excellent organisational and time-management skills, with the ability to manage multiple tasks and prioritise effectively
- Ability to interpret and apply relevant family assistance legislation and compliance requirements
- Ability to liaise confidently and professionally with external agencies, including the Department for Child Protection and Services Australia
- Ability to provide guidance and support to other team members on complex or escalated matters
- A reliable and conscientious approach to work, with a customer-focused mindset and a positive attitude towards supporting the team
- 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
- Ability to problem solve and create solutions.
- 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
- 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.

Personal Attributes

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- 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.
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Safeguarding Children and Young People

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.

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- 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.
- 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:	