

Position Description – Customer Service Executive, Level 2

Job Title	Rostering Officer	Reports To:	Customer Service Manager
Supervising:	NA	Liaises With:	Customer Services and Admissions Manager, Customer Service Executive team, residents, families and representatives, contractors and suppliers
Employment Instrument:	Mayflower Health & Aged Care Employees EA 2021		
Classification:	Wage Skill group 11		

<u>Our Vision:</u>	Care without Compromise		
<u>Our Mission:</u>	<i>"Enhancing quality of life choices for our community"</i>		
<u>Our Values:</u>	<i>Compassion</i>	We care for those in need with empathy and understanding	
	<i>Excellence</i>	We strive for quality and distinction	
	<i>Integrity</i>	We are honest, ethical, and sincere	
	<i>Respect</i>	We recognise the value, uniqueness, and dignity of every person	

Position Purpose:	The Rostering Officer (Customer Service Officer – Level 2) combines rostering and workforce administration, ensuring the site is resourced with the right people at the right time while maintaining a high standard of customer service at the front desk. This role sits within the Rostering and Reception knowledge blocks of the Customer Service Executive career pathway, and works alongside the Reception Officer (Customer Service Officer – Level 1) to maintain continuous reception coverage. • Coordinate rostering for Clinical Care, Administration and Environmental Services staff, including the laundry and cleaning rosters. • Deliver accurate, timely workforce administration that supports compliance, budget and continuity of care. • Support the Customer Service Team Leader with day-to-day administrative operations.
Qualifications checks and licences:	Mandatory • Clear Police Check Desirable • 2 years work experience in relevant field or educational qualification
Key Selection Criteria	
Essential • Previous experience with roster management. • Ability to cope with rapidly changing circumstances and quickly grasp new concepts. • Time management skills with the ability to work within deadlines. • Strong conflict resolution and problem-solving skills. • Excellent interpersonal, communication and organisational skills. • Proven ability to work both independently and as part of a team.	

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Desirable	
Experience with time and attendance software and an understanding of staff management and rostering principles.	
Responsibilities/Duties	
Quality Service	Rostering - Coordinate rosters for Clinical Care Staff, Administration and Environmental Services, including laundry and cleaning. - Complete rosters within required timeframes and achieve compliance requirements, including mandatory care minutes provisions. - Efficiently fill vacant shifts, proactively covering Personal Leave, Annual Leave and LSL absences prior to shift commencement. - Maintain the Leave Calendar and assist team members with roster queries in a timely manner. Reception Support - Provide reception coverage alongside the Customer Service Executive – Level 1, Monday to Friday, balancing this with rostering responsibilities. - Greet residents, visitors, contractors and families, and respond to telephone and in-person enquiries where required. - Support management of reception during peak periods or staff absences.
Reporting and Documentation	- Log maintenance concerns or requests in a timely and accurate manner. - Undertake regular reporting as required. - Maintain up-to-date registers and records for team members. - Accurately document all information relevant to rostering.
Communication	- Follow directives of supervisors and act in accordance with Mayflower values. - Support compliance with mandatory care minutes provisions. - Ensure confidentiality is maintained at all times.
Compliance	- Follow directives of supervisors and act in accordance with Mayflower values. - Support compliance with mandatory care minutes provisions. - Ensure confidentiality is maintained at all times. - Comply with Mayflower's policies and procedures - Follow directives of supervisors. - Act in accordance with Mayflower values
Skills and competencies	- Remain aware of relevant legislative standards and guidelines. - Participate in meetings and in-service training sessions. - Pursue ongoing development and contribute to continuous improvement.
Work Health Safety	- Comply with the OHS Act 2004 - Take reasonable care to ensure your own safety, not place others at risk by any act or omission, follow safe work practices and procedures, use and care for equipment as instructed, not wilfully and recklessly interfere with safety equipment, report hazards and injuries, and cooperate with Mayflower to meet OHS obligations.
Key Performance Indicators	

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- Actively fill vacant shifts prior to shift commencement for Personal Leave, Annual Leave and LSL absences.
- Follow correct protocols before engaging agency staff
- Keep agency staff usage to a minimum
- Data entry accuracy across role allocation type, allowances, leave, and standard/worked shifts
- Reliable delivery of rostered reception coverage

I have read, understood and accept the above position description.

Employee Name:		Signature:		Date:	
Manager Name:		Signature:		Date:	

☐ Copy to Employee

☐ Copy to Personnel File

Completed By: (Initials)

Date: