

Position Description

Position Title:	Contact Centre Officer
Reports to:	Contact Centre Manager
Division:	Program Delivery
Location:	Orange, NSW
Employment Status:	Maximum Term – 10 Month Contract
Hours:	Full Time - 36.75 hours/week
Salary Band:	RSL 4
Security Clearance:	National Background Police Check

About us

RIC (Regional Investment Corporation) is an Australian Government finance provider for farmers and farm-related small businesses. We were established under the *Regional Investment Corporation Act 2018* (RIC Act) to provide low-cost loans to strengthen Australian agriculture and grow thriving regional communities.

RIC farm loans support our customers to prepare, manage through and recover from drought, natural disasters or biosecurity risks causing severe financial disruption. We help accelerate plans for first-generation farmers and next-generation farmers.

Our culture & people

Our people have vision and are empowered to build a leading Australian Government agency known for its contemporary service, expertise, and integrity. They are committed, innovative and their achievements are celebrated. They are as diverse as the work they do. RIC has a vibrant culture which is based on the following Culture Statements:



Be bold, act
with purpose



We are down
to earth



We embrace
difference and
act as one

Our customers

We aim to deliver a first-class customer experience by partnering with our customers from the beginning of their journey with us. We respect the time of our customers by being transparent with them about the loan process, keeping things simple and understanding their needs.

Put simply, our customer experience principles are:



- Respect my time
- Simple and Seamless
- Partner with me
- Understand me

About the job

As a Contact Centre Officer, you will be a member of a small team responsible for assisting customers across the RIC's Range of Loan Products, Programs and Services.

You will be responsible for:

- Providing consistent and first-class customer service for RIC customers
- Assessing the completeness and accuracy of loan applications received
- Efficiently managing inbound and outbound customer calls and emails and assisting with their enquiries
- Proactively identify customer needs and support customers with all aspects of their experience
- Manage customer-initiated feedback
- Prepare, issue and or reissue loan statements to customers and store all loan documentation
- Liaise with internal stakeholders relating to loan enquiries, i.e Finance
- Other duties as required.

Job capabilities

To be successful in this role, you will have:

- Ability to collaborate effectively with Agri Lending Specialists to deliver client outcomes
- Ability to apply judgement, knowledge and limited discretion in interpreting and applying credit related legislation, instructions, guidelines and procedures
- a warm and friendly with a strong work ethic and positive attitude
- strong initiative and problem-solving skills and able to work both autonomously and, in a collaborative team environment
- impeccable communication skills, be self-directed and accountable
- proficiency with technology, especially computers, software applications, and phone systems
- Excellent problem solving and superior customer service skills
- Demonstrated ability to build rapport with others in order to understand issues and suggest course of action appropriate to the customers' needs.
- Ability to remain calm in stressful and challenging situations with a high resilience level

- Strong analytical, verbal and written communication skills
- High attention to detail
- Ability to develop and foster strong working relationships with all key stakeholders
- Client-focused with a positive team player attitude.

Knowledge and experience

To deliver a first-class customer experience, you will have:

- previous experience delivering exceptional customer service while working towards project timelines.
- Experience in the assessment of business or agribusiness loans would be highly regarded
- Experience in Salesforce as a CRM
- Sound understanding of banking risk principals and interpretation of lending policies and procedures.

Eligibility/other requirements

You will be required to undergo pre-employment screening including:

- National Police History Check
- AML/CTF
- Politically Exposed Person (PEP)
- Baseline Australian Government Security Vetting or above or a willingness to undertake a security vetting process