

Position Description

Position Title:	Customer Experience Coordinator
Reports to:	Executive Manager Customer Optimisation
Division:	Program Delivery
Location:	Orange, NSW (Remote working arrangements considered)
Employment Status:	Ongoing
Hours:	Full Time - 36.75 hours/week
Salary Band:	RSL 5
Security Clearance:	National Background Police Check
Citizenship:	Permanent right to work in Australia

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
- Seamless and Supportive
- Partner with me
- Understand me

About the job

As the Customer Experience Coordinator, you will support customer experience activities across RIC by helping coordinate customer feedback, insights and continuous improvement initiatives. Working with a range of cross-functional stakeholders, you will help maintain effective feedback processes and feedback loops, support reporting and follow-up activities, and contribute to a customer-centric approach across service delivery and decision making.

You will be responsible for:

Customer insights and reporting

- Support the collection and analysis of internal and external data, helping translate customer feedback into practical insights that improve customer and business outcomes.
- Coordinate regular reviews of customer feedback, insights and reporting, and assist with preparing recommendations aligned with organisational priorities.
- Assist in the planning, coordination and implementation of customer experience initiatives informed by customer insights, data and emerging business needs.
- Support the administration, monitoring and continuous improvement of the Voice of the Customer program, helping ensure feedback is captured, analysed, communicated and translated into meaningful actions.
- Monitor customer experience trends and best practice approaches and contribute insights to support continuous improvement activities.
- Coordinate the response process for customer complaints and feedback, including tracking, follow-up, stakeholder liaison, and provide the resources and support for stakeholders for timely resolution and/or escalation of complex or high-risk matters in accordance with RIC policies and processes.

Stakeholder relations

- Work collaboratively with operational and corporate teams across the organisation to support customer experience initiatives, identify opportunities for improvement and address customer pain points, process gaps and service inefficiencies.
- Assist with preparing and communicating customer insights, feedback themes and progress updates to stakeholders to support informed decision making and alignment with organisational objectives.
- Collaborate with the internal stakeholders to identify, support and implement opportunities to improve customer experience processes, feedback management and reporting capability through system enhancements, data integration, automation and emerging technologies, including AI.

About you

Job Capabilities

To be successful in this role, you will demonstrate the following capabilities:

- Strong research, analytical and problem-solving skills, with the ability to interpret information and apply sound judgement.
- Demonstrated ability to support the identification and implementation of process and system improvement initiatives.
- Strong stakeholder engagement skills, with the ability to work collaboratively across teams and build effective working relationships.
- Ability to support and advocate for customer experience outcomes by working across operational and corporate teams to promote a customer-focused approach.
- Well-developed verbal and written communication skills, with the ability to prepare clear information, reports and updates for a range of audiences.
- Ability to manage sensitive matters professionally, navigate conflict constructively and remain calm under pressure.
- Strong organisational skills, with the ability to coordinate competing priorities, manage tasks and meet deadlines.
- A high level of computer literacy with the ability to navigate through multiple computer platforms
- Ability to role model RIC's behaviour standards and code of conduct and contribute to a collaborative, consultative and engaging workplace culture.

Knowledge and Experience

To be successful in this role, you will bring:

- Experience in a customer experience, customer service, complaints, feedback, insights or service improvement role.
- Demonstrated experience supporting customer feedback processes, reporting activities or continuous improvement initiatives.
- Experience using Salesforce or a similar Customer Relationship Management (CRM) system.
- Working knowledge of customer experience principles, customer feedback frameworks and service improvement practices.
- An understanding of human-centred design principles and customer service practices.

Qualifications

- Relevant tertiary qualifications in customer experience, business, communications, marketing or a related discipline would be highly regarded.

Eligibility/other requirements

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

- National Police History Check
- Baseline Australian Government Security Vetting or above or a willingness to undertake a security vetting process

How to Apply

You are requested to apply online by submitting:

- a current resume/CV; and
- a statement of no more than 750 words aligning your skills and experience to the job and the capabilities required to perform it.

Your application will be assessed on your ability to demonstrate that you possess, or have the real potential to develop, the required capabilities, knowledge, experience and qualifications to perform the role. Where possible, you should support your claims with specific examples of what you have done and how you did it.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description.

Name: Click or tap here to enter text.	Signature:	Date: Click or tap to enter a date.
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