

Task List - Dandenong Customer Service Centre

By Whom	Task	Frequency
	Opening the centre	
D1	Lights on if first in	Daily
	Count Float and check safe for anything outstanding	Daily
	Previous day banking to be ready for courier - (checked and bank sheet completed as far as possible)	Daily
	Front door opened at 8.30am	Daily
	Attach bank butts to relevant balance sheets - including Library bank butt and follow up as per CA procedure	Daily
	File daily cut off envelope in archive box	Daily
	Front door shut at 5pm (delegate if needed)	Daily
	Forward 'scanned' documents to Records at end of day	Daily
	Scan incoming items sheet to Records, then file in daily cut off envelope	Daily
	Refer anything unsure of to Supervisor if D1 not Co-ordinator	Daily
	Check all monies locked in safe	Daily
	Turn on/off plasma	Daily
	Lights off when leaving - usually D1 and D3 leaving together	Daily
D2	Lights on if first in	Daily
	Count float and log on to phones	Daily
	If using spare headset - log to be completed and headset returned to box at end of day	Daily
	Write up daily cut off envelope	Daily
	Refer anything unsure about to Co-ordinator if available - otherwise refer to Supervisor	Daily
D3	Count float and log on to phones	Daily
	If using spare headset - log to be completed and headset returned to box at end of day	Daily
	Refer anything unsure about to Co-ordinator if available - otherwise refer to Supervisor	Daily
	Lights off on leaving if last out	Daily
All	Take breaks as close as possible to allocated times whilst using discretion re adequate coverage	Daily
	Clean/tidy desk and turn off computer off before leaving	Daily
	Be supportive and mindful of helping each other where appropriate at relevant centre	Daily

Co-ordinator	Spare headset availability to be checked daily and followed up with relevant team member and/or Supervisor as n	Daily
	CAT TRAP AUDIT first day working of each week	Weekly
	Check 'pick up' tray weekly and follow up appropriately	Weekly
	Monthly stationery order	Monthly
	Ensure centre is clean/tidy and ready for next Co-ordinator at end of each roster	Monthly
	Test alarms each roster	Monthly
	Ensure all brochures are up to date & order as required	Daily
	Overall responsibility for smooth running of centre as per Role Statement	Daily
	Delegation of above duties and any other duties as required	Daily
	Completed Visitors' Sign in books: File in current monthly archive box.	as required