

LifeCircle Concierge Supporting customers, volunteers & staff

About LifeCircle:

LifeCircle is a national social enterprise working to change the experience of death and dying in Australia. Our platform www.lifecircle.org.au is designed to house resources for people who are caring for someone through the last stages of life.

Role description:

The LifeCircle Concierge has a critical role as the first point of contact when a carer is referred to our services or makes an inquiry via our website. The concierge will also provide administration support to the organisation as a whole. This is an initial 6-month contract with the potential to become a permanent role. Based in Sydney, 24 hours per week, Monday to Thursday, with options to work flexibly.

Key Responsibilities:

Customer service, volunteer coordination and administrative support including but not limited to:

- Providing a kind and welcoming first-point of contact to people caring for a loved one
- Managing incoming queue of referees and website inquiries using zen desk or similar
- Rostering for 20+ volunteers
- Scheduling appointments and volunteer group training sessions using zoom
- Technical support for customers and volunteers navigating telephone and video conferencing via zoom
- Technical set-up, app installation on i-pads
- Email set up for new volunteers
- Admin support and diary management for LifeCircle's management team
- Meeting coordination
- Minute taking
- File management in google drive

Skills and Experience:

- High level of emotional intelligence
- Excellent customer service and communication skills
- Comfort supporting customers who are living through a difficult experience
- Diary management and meeting coordination experience
- Technically savvy
- Familiarity with customer support ticketing systems (eg: zen desk)
- Familiarity with video conferencing apps (zoom)
- Familiarity with i-pads and app installation
- Familiarity with google suite eg: google drive, gmail, google calendar etc...
- Wordpress desirable but not essential

If you are interested in applying for this role, or have any questions, please contact Maria Raines, maria@lifecircle.org.au