



Customer Liaison Officer

Employer: The Bower Reuse and Repair Co-op

Work Type/s: Permanent Full Time

Reports: to the Operations Manager

Award: General Retail award 2010 (MA000004)

Sector: Not For Profit (NFP)

Location: Sydney - Marrickville

Position Summary

The Bower is a not-for-profit environmental Charity & Cooperative that assists communities by diverting waste from landfill through workshops, second hand shops in Marrickville and Parramatta and a Collection and Rehoming Service.

The Bower has a vacancy for an officer who will join the Collection and Rehoming Service.

This will suit a person with customer service and administration experience who is looking to make a meaningful impact with their work.

Required tasks include

For the Collection and Rehoming Service

1. Responding to phone, email and in store Collection/Donation enquiries
2. Assessing quality, volume and value of donated goods via the booking application
3. Provide positive solutions to customer enquiries via phone and email
4. Maintain and expand the Reuse database and relation with existing businesses for the Collection and Rehoming Service.
5. Assist with scheduling the Bower truck
6. Assist with data input and production of quarterly reports for councils
7. Contribute to improvement and growth of the service

In general

8. Relieve sales staff at counter for lunch breaks
9. Assisting with the online store as needed
10. Manage CRM database
11. Assist with stocktaking and pricing of goods
12. Other tasks as delegated by manager

Selection Criteria

Please submit a written application addressing each of the selection criteria as separate discrete points. In your application, please include your contact details, a current resumé, and the names and phone numbers of two referees.

Necessary Skills

- Excellent phone manner: attentive, polite, constructive and cheerful
- Ability to communicate in a positive manner with a diverse range of customers
- Confidence to inform and to educate
- Computer literacy: windows office suite, database experience and excel skills
- Administrative and organisational skills
- Ability to work unsupervised including prioritising and managing multiple tasks
- Good problem solving and lateral thinking
- Excellent accuracy and high attention to detail
- Knowledge of second hand goods and reuse/recycling industry
- Knowledge of Greater Sydney's suburb regions

Preferred

- Word Press skills and/or knowledge of updating website information
- Experience in retail
- Experience in research - to keep informed about changes in the industry
- Experience using and contributing to a CRM program

What The Bower Provides:

- Permanent Full Time contract, subject to 6 month review.
- Pay rates according to General Retail level 3 – Retail award 2010 (MA000004)
- 20% staff discount on purchases of stock (excluding consignment).
- Access to Bower workshop & tools (pending completion of competency appraisal).
- Thorough induction to The Bower & processes involved in working here.

How to apply for this job

Applications should be sent as soon as possible by email to reuse@bower.org.au or post to Collection and Rehoming Service Manager, The Bower Reuse and Repair Centre, Hut 34, 142 Addison Road, Marrickville NSW 2204.

For more information Contact Collection and Rehoming Service Manager, Louise Grace, via email reuse@bower.org.au or via phone 02 95686280