



JOB DESCRIPTION

ROLE:	Information Centre Support Officer
MANAGER:	Head of Operations
DIRECT REPORTS:	None
LOCATION:	Sydney
HOURS:	37.5 hours per week
DATE:	November 2018

FUNCTION & PURPOSE

The primary objective of the Information Centre Support Officer role is to:

To assist and work in association with the Head of Operations and Campaign Managers to ensure the efficient and effective provision of phone and web-based information services to the public, stakeholders and partners.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Participate in the efficient and professional handling of enquiries from the public, councils, recyclers, collection points, workplaces, industry bodies, as well as community and environment groups in relation to recycling, National Tree Day and other campaigns
2. Make out-going calls to stakeholders to collect data and encourage support and participation in Planet Ark's campaigns and programs
3. Record data, information and feedback in the appropriate databases
4. Assist the Head of Operations in drawing themes, trends and reports from e-mails, calls and web-usage and periodically assist in the development, running and analysis of online or phone-based surveys

5. Participate in relevant meetings including general staff meetings, supervision, campaign team meetings and work with the Head of Operations to identify and undertake professional development opportunities
6. Ensure personal adherence to the Planet Ark HR Manual
7. Contribute to other organisational activities beyond the scope of the Information Centre Support Officer role as agreed, and other duties as reasonably directed by the Head of Operations

WORKING RELATIONSHIPS

Internal Relationships	External Relationships
Head of Operations	Campaign partners and agencies
Information Centre Support Officers	Councils
Campaign Managers	Recycling organisations
HR Advisors	General public, schools, community and environment groups

ESSENTIAL SELECTION CRITERIA

1. Experience in phone and e-mail customer service
2. Excellent verbal and written communication skills and strong interpersonal skills with a capacity for relationship management and diplomacy
3. Strong time management skills, with an ability to manage ongoing concurrent tasks, work under pressure and meet tight deadlines all with a fine attention to detail
4. Computer literate in generic computer packages such as Microsoft Office (Excel), email systems and familiarity with the internet and databases, and a willingness to learn new skills in regard to content management
5. Ability to work individually or as part of a team and to take directions from others
6. A strong alignment with Planet Ark's mission and values