



POSITION DESCRIPTION

Customer Service Co-ordinator

About Us

Earthwatch Institute is a leading global environmental not for profit organisation, committed to conserving the diversity and integrity of life on Earth to meet the needs of current and future generations.

Founded in 1971, and with five offices around the globe, we aim to empower people to save the natural world. We do this by engaging the community directly in environmental and sustainability experiences through Work (corporate programs), Life (student and teacher programs) and Play (public expeditions). This hands on experience bridges the gap between science and the community, creating an informed society that can translate scientific knowledge into sustainable action.

Earthwatch Institute is the largest citizen science business in Australia. We focus our research on the most critical issues facing our planet (climate change, ocean health, restoring our iconic landscape and protecting our unique wildlife), and have supported thousands of research expeditions across the globe.

We are a small, yet powerful organisation united in the following values:

Responsibility: The wellbeing of our staff, researchers, volunteers and the environments in which we work is at the core of our operations

Integrity: We act at all times in good faith and with exemplary honesty and transparency

Professionalism: All of our actions demonstrate our commitment to the highest standards of professionalism and service

Inspiration: We are inspired by our work and we seek to inspire others with experiences and knowledge that enable them to take action

Inclusion: We are greater than the sum of our parts; we collaborate with others and bring together diverse backgrounds with dignity, respect and fairness

The Role

This part-time role will liaise with our range of Customers ensuring a seamless end to end service. From students of all ages and teachers to corporates and the general public, the Customer Service Co-ordinator will engage the Customer from end to end, processing all data, answering queries and seeking feedback, organically improving advocacy This role requires great people, communication and multi-tasking skills as it works across different departments and programs.

Excellent Customer service skills, super organised with a can-do attitude and a keen interest in the environment? If so, we're excited in what you can bring to our team.

KEY ACCOUNTABILITIES

1. Customer engagement
2. Internal Volunteer engagement
3. CRM administration
4. Program support
5. Other duties

1. Customer engagement

- Work with the Head of Business Operation to define and deliver a customer journey for all customer types, which includes:
 - Schools: teachers and students who participate via Kid Teaching Kids programs and events
 - Fellows: students and corporate employees who participate in (funded) Australian expeditions
 - Participants: who book one of our expeditions (in Australia or overseas, when available)
 - Supporters: people who make donations
- Work with the Impact & Communications Officer to promote funded expedition opportunities and recruit customers
- End to end customer service from application to feedback co-ordination
- Work with the Head Of Business Operations to develop and implement selection processes for competitive placements
- Collate post fielding reports in conjunction with the Program Manager/Field Operations & Events Co-ordinator to improve Customer experience
- Liaise with Earthwatch international offices to continually improve the public expedition Customer journey

2. Internal Volunteer engagement

- Recruit and collate volunteer registration and data for events
- Co-ordinate volunteers at events

3. CRM administration

- Maintain database, relating to supporters, donations, appeals, donors, and events. Identify and implement improvements as necessary to meet information and reporting needs
- Manage customer applications, reservations & cancellations
- Co-ordinate and process all customer data
- Liaise with Earthwatch US to ensure booking data accuracy in Athena
- Provide reports as required by the team

4. Program support

- Work closely with the Programs Team to facilitate program delivery
- May include the co-ordination of programs as required and attending field expeditions and events
- Grant administration for education programs
- Participate in Program Team meetings to ensure effective two-way communication of participant info

5. Other duties that support our mission

- Participate in staff meetings, workshops, webinars and training activities as required.
- Travel to project locations if/when required
- Participate as a member of the Incident Management Team (on-call roster)
- Assist with special events and other promotional activities
- Undertake other duties as required

About you

You're a natural people person and it shows. You consider your organisation and Customer service skills to be key strengths, always willing to go the extra mile. You're confident in using CRMs and all Microsoft suite. Your attention to detail is second to none. You thrive in a fast paced role and embrace change. You successfully work autonomously as well as effectively within a small team environment. You're keen to be supported by other high performing colleagues, within a culture that promotes collaboration and outside the box thinking.

The Essentials

Requirements

- Be an Australian citizen or hold a valid work visa for part-time work in Australia
- Current Working with Children Check or willingness to obtain
- Qualification (Degree/Diploma) from recognised tertiary institution in a relevant field (environmental science, Customer service or similar)

Essential Skills/Competencies

- Proficiency in CRM use
- Demonstrated understanding of Customer journey
- Experience in Customer service & NPS
- Proficient in the use of Microsoft Suite
- A solid understanding of data protection
- Ability to work under pressure (ie last minute changes due to covid) in a professional manner
- Strong organisational skills and excellent attention to detail
- Excellent communication skills
- Ability to work with a wide range of stakeholders

Desirable attributes

- Experience in working with schools/children
- Travel experience – to remote locations
- Knowledge and sound understanding of environmental science and/or citizen science

Key selection criteria

1. Strong Customer service experience
2. Demonstrated experience working with a CRM
3. Strong organisational skills and the ability to work proactively and to deadlines
4. A collaborative team member, who easily builds rapport and can contribute to a positive work culture

What we offer

MODE OF EMPLOYMENT: Part-time (3 days per week, 1 year fixed term contract (with the probability to increase to full-time/Permanent)

SALARY: As agreed, plus 9.5% superannuation (with future increases aligned with government schedules) and 20 days' annual leave (pro-rata)

STAFF BENEFITS:

- Supportive small team environment
- Green office space in Carlton
- Flexible work arrangements
- Intra and interstate travel (dependant on Government health directives)
- Employee Assistance Program
- Salary Packaging option
- Professional Development with upskilling support

REPORTS TO: Head of Business Operations

POSITION TITLES THAT REPORT TO THIS POSITION: None

INTERNAL RELATIONSHIPS: Earthwatch employees, volunteers/interns, Earthwatch international staff

EXTERNAL RELATIONSHIPS: Customers, Volunteers, Suppliers, IT providers

This is new role in a small company, so it should be noted that this outline cannot be representative of the full tasks list to be undertaken by the successful applicant. It is recognised that the duties of all roles can be subject to change from time to time. Alterations to duties and responsibilities within the scope of the role should be expected.

Earthwatch Australian is an equal opportunity employer and is committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants. Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, all genders, young people, LGBTQI people and people with a disability are encouraged to apply. Applicants must have the right to live and work in Australia to be considered for this job.

Love the sound of this opportunity, but can't check 100% of the boxes? Get in touch! Send your queries to earth@earthwatch.org.au or call us on (03) 9016 7590.