Customer Service Coordinator – Maternity Leave Contact
- Position Description -

About Us

EthicalJobs.com.au is working to change the world, one job at a time.

We bridge the gap between Australians who want to "work for a better world" and the thousands of not-for-profit organisations that tirelessly strive to create that better world.

As a for-profit social enterprise and one of Australia's top job-search sites for the not-for-profit sector and beyond, **we support the work of more than 7,000 for-purpose organisations** around the country, and have a passionate community of **320,000+ unique users** visiting the site each month. And we're growing!

You'll be joining a dedicated, passionate and successful team (currently 29 people) who share a vision of a more equitable, just and sustainable world.

When we're not working from home (as we are for the moment) our spacious office is just off Smith St in Collingwood, including a large outdoor deck for lunch in the sun and drinks after work, and great food and coffee just around the corner.

About the role

Our customer service team (currently 7 team members) is the "engine room" of EthicalJobs.com.au, responsible for handling inbound customer requests from up to 7,000 organisations (not all at the same time though!), and also proofreading, editing and approving hundreds of jobs for for-purpose organisations every week.

The Customer Service Coordinator is a senior role within the team, working as the 2IC for the CS Team Lead and contributing to the smooth operations of the team.

The key responsibilities of the role include:

• Proofreading, editing and approving job ads

• Responding to customer enquiries via phone and email

• Being a point of escalation for complex client enquiries or feedback

• Supporting our Relationships Managers with client requests, enquiries and reporting

• Training and onboarding new Customer Service Team members in our processes and policies

- Helping ensure the team's work is high quality, including assessing quality of work and providing feedback to other team members
- Collating reporting data for daily and weekly team and organisational meetings

This is a great opportunity to gain an intimate knowledge of Australia's not-for-profit and social enterprise sectors, and the thousands of organisations that are working for a better world.

About you

You're friendly, fun and work well as part of a team.

You're resilient with a can-do, positive attitude. Our office can sometimes be a busy, demanding place so you're someone who thrives in that kind of environment and can easily work at high speed, managing competing priorities, and is always ready to help out your teammates with a smile!

You've got 2 or more years' experience working in a customer service role (phone and email rather than retail), you take pride in delivering great customer service and are ready to take the next step into a more senior role.

You genuinely enjoy editing and proofing text, and you're also an exceptional communicator both on screen and on the phone.

You're comfortable working with multiple processes and online systems and have experience with process optimisation.

You're highly organised with a strong focus on quality and en eye for detail.

You have experience monitoring and driving quality assurance in a customer service environment, as well as providing feedback to/coaching others.

You have experience either working with or volunteering in the not-for-profit sector, so you have some understanding of how NFPs work. But you're keen to learn more and gain a deeper insight into how organisations that "work for a better world" really work.

Finally, you're passionate about our vision of a better world and would love the challenge of playing an important role in a fast-growing social enterprise.

Selection Criteria

1. 2+ years experience in a customer service role (phone and/or email-based)
2. Experience editing and proofing text

3. A positive, energetic and proactive attitude

4. Experience working in a fast paced environment with demonstrated ability to manage competing and changing priorities and stay calm under pressure

5. Demonstrated ability to use a variety of web applications in a fast and accurate manner

6. Exceptional written and verbal communication skills

7. Demonstrated resilience and perseverance

8. Strong organisational skills, attention to detail and process-orientation

9. Demonstrated commitment to "working for a better world" (eg: experience working or volunteering in the not-for-profit sector)

Hours: Full time, but with an option to work 0.9

Length of Contract: 10 months, beginning late November or early December 2021.

Salary: $65k-$80k p/a + 10% super.

What do you get beyond a great remuneration package?

We're all currently working remotely, but once we're back in the office, you'll get:

- Work remotely up to 3 days / week
- A beautiful office, close to public transport and great food on Smith St
- A light- and plant-filled work space, with beautiful outdoor deck for outdoor meetings and drinks
- In-house massage-therapist – visits every 2 weeks to give everyone a 15 minute massage
- A standing desk
- Unlimited fruit, nuts, chocolate, tea and coffee
- Team lunch every Wednesday
- Pet-friendly workplace – a number of staff regularly bring their dogs in to make the office more fun
- Paid professional development days
- Regular social events
- The opportunity to have a real impact on the work of over 7,000 charities and social enterprises across Australia!

How to apply

To apply, please submit the following documents via the EthicalJobs.com.au website

- A 1-page cover letter succinctly outlining your relevant skills and experience in relation to the selection criteria above (we receive a lot of applications so please make it great!); and
- A copy of your resume;

Enquiries can be directed to Amy Brown via amy [at] ethicaljobs.com.au

Applications close: 9am Friday 15 October.

Applications will be reviewed upon receipt so early submission is encouraged!

Women, and people of diverse gender, age, cultural backgrounds are strongly encouraged to apply.