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Where not-for-profits go for help

Software Trainer & Customer Support Specialist (Full-Time) Position Description

About Our Community

The [Our Community group](#) is a well-established, world-leading, award-winning social enterprise that provides advice, connections, training and easy-to-use tech tools for people and organisations working to build stronger communities.

Our partners in that work are not-for-profit organisations and social enterprises; government, philanthropic and corporate grantmakers; donors and volunteers; enlightened businesses; and other community builders.

Our vision centres on social inclusion and social equity. Our dream is that every Australian should be able to go out their front door and stroll or wheel to a community group that suits their interests, passions and needs - or log on and do the same.

We have an ambitious agenda; we're not constrained by bureaucracy or boundaries; we're not interested in internal politics or egos, just in contributing something useful to society. We have a flat management structure, and we don't want someone to be a cog in the wheel of a corporate system.

We want to help make it easy for people to join in, learn, celebrate, worship, plant trees, play a game, entertain and be entertained, care and be cared for, support others and be supported, advocate for rights and celebrate diversity. To get involved. To be valued.

About the role – SmartyGrants Training & Support Specialist

[SmartyGrants](#) is an initiative of Our Community, a 25-year-old multi-award-winning social enterprise that is driven by a desire to play a part in creating stronger, more equitable and inclusive communities.

You will be working as part of a small team of people who are passionate about what we do and what we are building. One of the things we're doing is revolutionising the way the multi-billion-dollar grants industry works in Australia and overseas – that's where you come in.

Reporting to the Director, Education and Support, you will help us deliver first-rate software/technical training and customer support for funding organisations and their applicants.

The role will include software/technical training (via webinar and occasionally face-to-face) to users of SmartyGrants (our grantmaking administration software), development of online courses and training materials, phone and email-based customer support and administration tasks as required. Your tasks will vary day-to-day but everything we do is focused on making life easy for SmartyGrants users and keeping them up to date.

You'll get the opportunity to work in an ethical company with all the excitement and agility of a start-up without the headaches. We're built on solid foundations, we're sustainable and successful – but we've only just begun. We're not interested in just keeping things ticking along. We're builders and we're on a mission.

What we need you to do

- Deliver software/technical training (via webinar and occasionally face-to-face) to users of SmartyGrants. Occasional face-to-face training might be delivered from our headquarters in North Melbourne, at the customer's office, in rural areas, interstate as well as (very occasionally) internationally. Training might be for new users or users looking to renew their understanding of SmartyGrants – a system that constantly evolves.
- Contribute to the refinement of an exceptional training program (i.e., online courses hosted via the LMS and training materials) that accounts for different levels of technical skill, as well as variation in commitment and practice from grantmaking organisations.
- Deliver software/technical support and customer service via phone and email through our customer support desk to users of SmartyGrants from our headquarters in North Melbourne and from home.
- Ensure that customers feel supported and valued by identifying and explaining solutions to real technical problems efficiently, accurately and empathetically.
- Identify emerging knowledge and system gaps as a result of ongoing contact with grantmakers.
- Ensure feedback is passed on to aid system refinements. This occasionally involves logging bugs and improvements to be actioned by the Development Team.
- Enhance SmartyGrants and Our Community's reputation by accepting ownership of issues and opportunities that arise and exploring ways to add value to job accomplishments.
- Test new features and carry out other administration tasks as required.

As with most jobs at Our Community, it's impossible to provide an exhaustive list of everything you'll be doing as part of this role. As our organisation and platforms evolve, you may need to evolve with them, or find other ways to plug the gaps.

If you like to stick closely to job descriptions or have a "not my job" mentality, this is probably not the role for you. On the other hand, if you're excited by challenges, willing to give most things a go and know how to fill your own knowledge gaps when the need arises, then this job will be a good fit.

Essential Knowledge, Skills & Experience

- Experience in software/technical training (or educating or teaching) in a volunteer, professional and/or educational setting.
- Experience in software/technical support and/or customer service in a volunteer and/or professional setting.
- A demonstrated ability to articulate to, engage with and educate users and trainees of all ages, backgrounds and levels of technical skill.
- Excellent written and verbal communication skills.
- A passion for delivering exceptional customer service (we want someone who likes talking to people, answering questions and helping people in a friendly and professional manner).
- Great listening skills and an ability to problem solve.
- An ability to operate independently with little direction to deliver quality work.
- Excellent literacy skills (we want someone who can keep documentation clear and up to date).
- An exceptional track record for reliability and adaptability.
- Experience with Microsoft Office 365 (Outlook, Word, PowerPoint, Excel etc.).
- An ability to collaborate and work confidently in a supportive team environment.
- Exceptional organisation and time management skills.
- An ability to think flexibly and manage competing priorities/multiple tasks with ease.
- A belief in and commitment to our [Manifesto](#).

Above all we want you to be a part of a unique environment where everyone contributes and worries less about official job descriptions and more about working together to get things done. We share our work, and we help each other when needed.

Highly desirable Knowledge, Skills & Experience

- A commitment to excellence and a high attention to detail and accuracy.
- A strong work ethic (we want someone who is committed to quality and continuous improvement).
- Well-developed Microsoft Excel skills.
- Knowledge of or experience with the development of online learning/training (e.g., SCORM) courses, training materials and/or training programs in any capacity.
- Experience with help desk systems such as Zendesk Support.
- Experience with or knowledge of the grantmaking process (either as a grant applicant or in a grantmaking environment).
- Knowledge of or experience with software as a service (SaaS) products.
- A keen interest in the not-for-profit sector and/or grantmaking.
- Experience with customer relationship management (CRM) products such as Salesforce.
- An aim to exceed expectations no matter the task at hand.
- A natural collaborator who enjoys interacting with a broad range of customers and users.
- A “can do” attitude (you’ll enjoy using your initiative and judgement to problem solve).
- Ability to “think on your feet”, be solution focused and unflappable under pressure.

Other relevant information

The nature of this role is quite varied. We know our strength comes from the diversity of our people, so we want people with different experiences and backgrounds on board.

The SmartyGrants Training and Support Specialist role reports to the Director, Education and Support, Max Penno and is part of a team that currently comprises 10 people.

Our organisation is one that is as supportive and socially conscious as it is agile and explorative. Our DNA of commercial mind and social heart captures who we are at our core. We have a great working atmosphere with an inclusive, fun work culture. Our team is full of highly collaborative, diverse people with awesome skills.

This position is a full-time role with partially structured, partially flexible work hours. The role is partially office-based and partially remote with occasional travel to deliver training. Standard business hours are 8am to 6pm Monday to Friday. When you’re scheduled for phone and email support (several half days a week), you’ll be expected to work either 8am to 4pm or 10am to 6pm. On the other days you can start and finish an 8-hour day at any time you like. It’s a demanding role but will be extremely fulfilling if you love helping people find solutions to their problems.

To create a better work-life balance, the Our Community team works a 4-day week (pay for 5 days). We deliver 100% of the work in 80% of the time for 100% of the pay. We have high productivity, reduced stress levels, improved mental health and great team cohesion. Please note that:

- You will be required to work a 5-day week during your probationary period of six (6) months.
- During your onboarding/training period, you will be required to work in the office (see details below) during standard business hours (i.e., any 8 hours between 8am to 6pm Monday to Friday) for the first (up to) three (3) months.

Our Community House is located at 552 Victoria Street (corner of Curzon Street and Victoria Street), Wurundjeri Country, North Melbourne. We work in a modern, bright, art-filled, open plan office and operate in a fairly informal manner (you don’t have to dress up).

The successful candidate

- Must be an Australian citizen.
- Will be required to undertake a police check.
- Will be subject to a probationary period of six (6) months.

How to apply:

Applications will only be accepted through our online application form (applications received by other means will not be considered). Apply at:

<https://ourcommunity.smartygrants.com.au/trainingandsupport>

Applications close: 11:59PM on Sunday 2nd November 2025

Questions can be directed to: maxp@ourcommunity.com.au (Max Penno)