

Job Title: Customer Care Support Officer

Reporting to: Head of Programs

Internal contacts: UX/Curator Lead

About Ochre Education: Ochre Education is an innovative Australian not-for-profit founded to drive educational equity and excellence through providing access to practical, high-quality, evidence-based teaching and learning resources to support teachers in the classroom. We have worked with a large group of practising teachers, in partnership with Australian education systems, to develop and provide resources which have been accessed by tens of thousands of teachers and students from every jurisdiction and schooling sector in Australia. Ochre Education is rapidly scaling our lesson production to cover more Australian stages and subjects. See www.ochre.org.au.

The context for the role: The Customer Care Support Officer assists Ochre users in resolving enquiries, addressing issues, and ensuring a seamless experience throughout their engagement with Ochre Education.

Key responsibilities

- Serve as the primary point of contact for customer enquiries, providing prompt, accurate, and empathetic responses via email
- Manage incoming and outgoing communication channels, including responding to emails, and maintaining an organised customer service inbox
- Provide detailed information about products and services, ensuring accurate and up-to-date knowledge (full training provided)
- Address and resolve any customer issues in a professional and timely manner. Escalating complex enquiries and issues
- Document customer interactions, enquiries, feedback, and resolutions accurately in the CRM system.
- Contribute to the support FAQ knowledge base and internal resources/documentation
- Log recurring enquiries and suggest/create communication solutions (guides, videos, FAQs) that would assist with common pain points for users

Key skills and experience

- Feel strongly aligned with our mission to improve educational equity, ensuring all students can access high-quality lessons no matter their circumstances
- Experience of working in a team and dealing with people in a customer support setting preferred
- Technical skills, including knowledge of the G-Suite tools and ability to quickly learn new systems and processes
- Strong attention to detail
- Excellent oral and written communication skills
- Able to work in a fast-paced environment
- Able to prioritise and manage own time effectively and seek advice and support where necessary
- Driven to improve process and flow for engaging with customers effectively and efficiently



Our commitment to you

We're offering the opportunity to:

- Be part of a mission-driven not-for-profit organisation, taking direct action towards educational equity
- Access high-quality, actionable ongoing professional learning opportunities
- Work closely alongside talented, passionate and fun colleagues
- Flexible working hours, and ability to work 100% from a flexible location

As part of our commitment to Child Safety, all staff will need to undergo a Police Check and hold a Current Working with Children Check or equivalent.

We are looking for a team member who has 3 days up to full time availability, with immediate start preferred, for the remainder of the year with up to full-time hours available depending on organisational needs. This is a fixed-term contract role, with pay set at \$34.94 per hour plus employer's contributions to superannuation.

Would suit those looking for a work-from-home, yet customer-facing role, with the possibility to be extended into 2027 and beyond. There is likely to be flexibility to complete work flexibly across the week. All work to be completed remotely.