



Client Engagement Officer

Miscellaneous Award 2020

\$67,000 per annum plus superannuation

Position Title: Client Engagement Officer

Reports To: Operations Manager

Position Purpose

Responsible for selling BSA program offerings and managing the associated bookings and customer interactions. This role requires strong sales skills, excellent customer service abilities, organizational capabilities to handle the administrative tasks related to bookings, as well as a thorough understanding of the BSA's program offerings and procedures to ensure a positive customer experience.

Accountabilities

Sales and Business Development

- Promoting and selling BSA program offerings and products to individuals and organisations.
- Identifying customer needs and upselling to optimise program outcomes
- Identifying and pursuing new leads.
- Developing and maintaining relationships.
- Meeting sales targets and contributing to revenue growth.

Customer Service and Booking Management

- Handling customer inquiries and providing information about BSA program offerings.
- Processing program bookings and registrations, including timetabling, educator availability, scheduling etc.
- Providing excellent customer service throughout the bookings process.
- Raising invoicing, payments, cancellations and escalating refunds etc.
- Maintaining accurate booking records and databases.
- Being responsive to same-day booking changes.

Administration Tasks

- Assisting with the organisation and coordination of program bookings.
- Set up and manage online training sessions using digital video conferencing platforms.
- Prepare digital and print program and marketing materials.
- Managing program documentation and records.
- Handling general administrative duties as required to support daily operations.
- Logistical management and implementation of organisation product sales.

Communication and Collaboration

- Communicate effectively with customers, educators, and other team members
- Proactively communicate face-to-face and via the phone (inbound + outbound)
- Proactively ensure cross team collaboration and information sharing
- Work with various software platforms (eg. CRM, collaboration, file storage, calendar management etc)
- Website maintenance and marketing support

Experience and Qualifications

- Strong communication and interpersonal skills.
- Excellent customer service, sales and negotiation skills.
- Problem-solving and conflict-resolution skills.
- Proficiency in CRM software.
- Experience with Xero preferred.
- Experience with Microsoft Office 365 (Outlook, Sharepoint, Excel, etc), Microsoft Teams, Canva.
- Ability to work independently and as part of a team.
- Organisational and time management skills.
- The ability to work with a variety of stakeholders with diplomacy, tact and compassion.

OUR COMMITMENT TO COMMUNITIES

Body Safety Australia is committed to ensuring our programs are inclusive of all children, young people, and families. We recognise that representation matters, and we strongly encourage applications from people with lived experience and from communities that are underrepresented in education and prevention work.

We welcome applications from Aboriginal and Torres Strait Islander people, LGBTQIA+ people, people with disability, migrant and refugee communities, and people living in regional and rural Victoria. We also understand that barriers to education and employment can affect access to opportunities, and we are open to applications from people who may not meet every criterion but bring valuable lived experience, commitment, and potential.

Body Safety Australia is committed to child safety. Any offer of employment is subject to a satisfactory Working with Children Check and police check. All staff are expected to uphold the Victorian Child Safe Standards and the National Principles for Child Safe Organisations, and to participate in ongoing child safety training as required.