



ourcommunity.com.au

Where not-for-profits go for help

CUSTOMER SERVICE COORDINATOR

The Highlights

- *Excellent career opportunity to apply your strong customer service skills and make a real difference*
- *Join an innovative, established team*
- *Generous conditions of employment including 12% superannuation*

Use your Customer Service skills to help create far-reaching social change

Are you tired of the corporate grind? Would you like to make a difference in the community you live in? We have got the job for you!

This position offers a rare opportunity to extend your career in a dynamic and successful social enterprise. You can help us deliver exceptional customer service and support to the not-for-profit sector. You can have it all! Stimulating work, great conditions and a positive impact through your work.

About us

[Our Community](#), 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 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.

[ICDA](#), the Institute of Community Directors is Australia's best practice governance network for not-for-profit boards, committees, councils, schools, and their staff. The Institute delivers information, tools, training, events, qualifications and credentials to not-for-profits of all kinds.

[GiveNow](#), is Australia's first and most innovative giving platform – increasing donations to community causes, helping people become better givers, and providing a payment solutions hub for all not-for-profits.

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 don't have layers of management, and we don't want someone to be a cog in the wheel of a corporate system. We want you to have plenty of opportunity to make Our Community enterprises your own, and for you to be as excited about their potential as we are.

About the role – Customer Service Coordinator

We are looking for an experienced, enthusiastic and energetic professional customer service coordinator to join our busy team. You'll be working with a diverse team of high performing, committed and enthusiastic people who really care about making a difference for people and the not-for-profit sector.

You will provide outstanding customer service and technical support on a wide variety of issues, to users of GiveNow (our fundraising platform) and members of the Institute of Community Directors. The role will include phone and email-based customer support, you will investigate and respond to queries which will see you diagnose, problem-solve and report issues to as required.

You will be responsible for the day-to-day service and support. You will also work with the wider business to ensure that questions and support requests are thoroughly investigated, assessed and responded to with a high level of engagement and service.

Your day-to-day tasks will vary a lot (sometimes exciting, sometimes mundane), but it's all focused on making not-for-profit organisations more efficient and effective.

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Chair

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.

About you

You're a natural problem solver with initiative and ambition. You have highly developed 'soft skills': you're friendly, engaging, compassionate, and calm. You enjoy a lively team environment and work well with others. You will thrive in this busy customer service environment, responding to calls, emails and providing technical support to users. You will have a mind for getting things done and a heart for people and you will set the bar high through the quality of the work you do and the people-oriented decisions you make.

You have the ability to ask the right questions and find the right solutions, to act with integrity and place the customer at the centre of everything you do.

Your outstanding organisation skills set you apart from others, you would be described as resourceful and a self-starter able to handle details well and promote our ethos of innovation, creativity and inclusion. You are unflappable under pressure!

Of course, you have great communication skills, enjoy working as part of a team but equally you are happy to put your head down and focus on the administrative tasks at hand.

What we need you to do

- Deliver exceptional end to end customer service via phone and email, including but not limited to:
 - ~ Software/technical platform support, ranging from login queries to access and security issues
 - ~ Membership renewals, registration updates
 - ~ Fees & plans, invoices, refunds & receipts
- Support event management activities including marketing, venue bookings and catering
- Develop and maintain help sheets, FAQ documents and web pages as required
- Assist in the development of long term mutually rewarding relationships
- Undertake research and prepare written documentation to support broader team activities
- Gather data (based on customer/user feedback and queries) on inconsistencies or system bugs and troubleshoot as required
- Identify emerging customer/user knowledge gaps and create help sheets and automated responses to improve service delivery
- Escalate issues and log bugs as required, so the right people know the right information
- Test new features and contribute to the marketing and documentation of improvements
- Identify opportunities for business and process improvements
- Actively share knowledge and develop skills in other team members
- Participate in planning and decision-making and other tasks as required
- Work alongside and assist the OC House Front of House Manager with member services
- Provide other support and assistance across the team as required

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.

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 any knowledge gaps when the need arises, then this job will be a good fit.

Essential Knowledge, Skills & Experience

- Exceptional customer service skills, with a customer centric mindset (we want someone who likes talking to people, answering questions and helping people in a friendly and professional manner)
- A demonstrated ability to articulate, to engage with and help users/customers of all ages, backgrounds, and levels of technical skill
- Excellent written and verbal communication skills (we want someone who can keep internal documentation clear, concise and up to date)
- A good listener, with an empathetic approach to assisting users/customers
- A keen eye for detail together with problem solving skills (you can think outside the box to get things done)
- Strong computer literacy and proficient using the MS Office Suite
- Highly motivated and interested in learning and embracing new technologies
- Excellent attention to detail and an ability to quickly spot and fix problems
- Highly organised with excellent time management skills
- Ability and interest in undertaking research and updating documents and webpages
- Proven ability to work unsupervised and manage competing priorities/multiple tasks with ease
- Ability and interest in stepping up and using your initiative on all tasks
- A belief in and commitment to our [Manifesto](#).

Highly Desirable Skills & Experience

- Familiarity with help desk systems such as Zendesk (or other similar CRM ticketing system)
- Interest in learning about different aspects of the social sector
- Ability to work independently and as part of a team and respond flexibly to team demands and priorities
- A strong work ethic with a passion and commitment to quality and continuous improvement (we want someone who is committed to quality and continuous improvement)

Personal Qualities:

- Happy to roll up your sleeves and be part of our team
- A natural values-based team player and collaborator who enjoys interacting with a broad range of users, customers, and staff
- Naturally curious and have a keen interest in the not-for-profit sector and our member organisations
- Pride yourself on exceeding expectations, no matter the task at hand.
- A 'can do' attitude (you'll enjoy using your initiative and judgement to solve problems)
- Ability to 'think on your feet' and 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 to apply.

The Customer Service Coordinator role is full-time and reports to the General Manager, ICDA, Adele Stowe-Lindner and works closely with the Executive Director, GiveNow. This role is located at the Our Community House Front of House desk and standard business hours apply.

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.

In line with Victoria being the first place in the world to move to 8 hours work, 8 hours rest, and 8 hours sleep, we at Our Community are spearheading the movement to transition staff to 4 days of work and 3 days of leisure a week. We have established a taskforce and will be implementing a pilot 4-day work week

(pay for 5 days) program. We want to identify opportunities to deliver 100% of the work in 80% of the time improving mental health, reducing stress and maintaining team cohesion.

Our office is located on Wurundjeri Country at 552 Victoria Street (corner of Curzon Street and Victoria Street), North Melbourne. We work in a modern, bright, art-filled, open plan office and operate in a fairly informal manner.

The successful candidate

- Must be an Australian citizen, permanent resident or hold a valid work permit or visa.
- Will be required to undertake a police check.
- Must be fully vaccinated against COVID-19, or able to provide evidence of medical ineligibility.
- Will be subject to a probationary period of three (3) months.