



Good Things Foundation Australia

Job Description

Job title	Network Support Coordinator - customer support
Location	Sydney, Australia (Hybrid - work from home or from office)
Hours	Full time (37.5 hours per week)
Reports to	Network Support Manager
Date	Immediate start - 3 month casual work end date of 30 August, with possible extension.
Salary	\$25- \$30 per hour
Benefits	<ul style="list-style-type: none">• Training provided - Salesforce CRM• Flexible working arrangements and a combination of work from home and collaboration time in the office• Computer equipment provided• Access to contemporary co-working space at the Hub, Hyde Park• A diverse and inclusive workplace, where different cultures are celebrated and reflected upon
Job Purpose	<p>Good Things Foundation has built and manages a network of community based organisations to provide digital literacy skills and support to Australians. This is done through Government funded programs such as Be Connected. In addition we also manage grants programs to support these activities.</p> <p>In this role you will work as part of a team providing a crucial link between Good Things Foundation Australia and its community network partners and learners. Your role will provide the first line of response for our helpline to ensure basic queries are responded to effectively and more complex enquiries are referred to the most appropriate team for response.</p>

	<p>You will make outbound calls to our network partners as part of campaigns designed to help them to apply for grants, make improvements in their programs and/or make them aware of our resources and support available to them.</p> <p>When not making outbound calls, you will also assist with answering any helpline calls that are not already filtered to other teams via the phone system between the hours of 9am to 5pm, Monday to Friday. You may also help to respond to email enquiries, and to ensure any voicemails are listened to and responded to in a timely manner.</p> <p>You will be trained to answer basic enquiries and to escalate more complex cases to the appropriate team.</p> <p>You will be a self-starter, able to work collaboratively as part of a team and to use your initiative to provide efficient and effective customer service and offer support in a friendly way.</p> <p>Alongside this, you will undertake administrative tasks as required to support our team and our work with network partners and learners.</p> <p>You will relish providing excellent customer service and working with colleagues across the organisation to ensure that network partner satisfaction remains high and the network provides a great service to the Australians it will be supporting.</p>
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Key Objectives and Accountabilities	
Outbound calls to network partners	
<ul style="list-style-type: none"> ● Make outbound calls to a list of community partners in our network to provide guidance and support (which will be scripted) 	
Helpline operation	
<ul style="list-style-type: none"> ● Help the team provide first level response to helpline calls and emails to a high professional standard between the hours of 9am to 5pm, Monday to Friday ● Update customer records in CRM. ● Answering and recording customer enquiries/issues, to resolve simple issues as they arise, and escalating others appropriately. ● Conduct follow-up or escalation of helpline calls and emails using protocols and Salesforce CRM. ● Recording and maintaining customer interactions on the CRM to a high standard. ● Communicate and follow up with relevant team members, as required. 	

- Listening and responding to voicemails
- Assist in updating, maintaining and expanding helpline resources and databases.
- Provide general relevant administrative support, as required, which might include basic data entry or preparation of simple documents (e.g. agenda for team meetings)
- Participate in regular meetings such as staff and team meetings.
- Build and maintain a strong working relationship with other teams, particularly with responsibility for engagement with network partners/learners
- Providing general support to network members or learners experiencing issues with our website or the Be Connected portal.

Person Specification

Knowledge and Skills	<ul style="list-style-type: none"> ● Good organisational and prioritisation skills. ● Ability to use judgement, discretion and make decisions. ● A self starter who can work creatively with confidence under their own initiative within a team environment. ● Ability to collaborate and work positively across teams. ● Excellent customer service and problem solving skills. Excellent ability to write professionally via email. ● Proficient in Salesforce or other CRM database experience, preferred.. ● Good vocabulary and attention to detail, including grammar and spelling. ● Fast accurate typing skills for helpline CRM database recording and responding to emails ● Ability to handle large volumes of calls and emails when busy ● Commitment to helping socially and digitally excluded people ● Knowledge of voluntary and community sector (desirable) ● Experience of Google Docs (desirable) or Microsoft Word
Good Things Foundation Behaviours	<ul style="list-style-type: none"> ● Collaborative ● Positive ● Creative ● People-focused ● Curious