



## **Part-time Experienced Customer Service & Administration Officer Required**

As an Industry Skills Council, IBSA develops nationally recognised competency standards and qualifications for a diverse range of industries.

Supporting this effort, IBSA also develops a range of commercial teaching and assessment products that assist organisations in developing the skills they need now and for the future.

IBSA are seeking a part-time (15 – 20 hours per week) Customer Service Officer reporting directly to the Operations and Services Manager, the Customer Service & Administration Officer role involves supporting: the online store, e-learning resources and professional development functions within the commercial department of the organisation.

### **Your responsibilities will be:**

- client liaison
- processing sales orders and registrations
- responding to customer enquiries via phone, fax and email.
- providing product based information and pricing
- providing support to the sales team
- identifying sales opportunities
- investigating logistical and supply problems
- liaising with suppliers
- preparing and entering content into MYOB, CRM database and the IBSA website
- identifying areas for improving processes and procedures
- data entry and general administration tasks/duties.

Flexibility, professionalism, time management skills, excellent communication and a focus on client service are crucial to this role along with attention to detail and the ability to work effectively with competing priorities. The successful applicant will be punctual, motivated, reliable, and able to work in a small team environment.

### **Key selection criteria:**

You should only submit an application if you can demonstrate strong experience in the following key criteria:

#### Customer Service:

Delivery of excellent customer service, with the ability to:

- provide high level administrative and sales support in a dynamic and diverse environment
- undertake multiple functions and work effectively under pressure with minimal supervision in a busy environment
- prioritise, identify critical issues, problem solve, take ownership of responsibilities and use initiative
- have confidence in liaising with people at all levels including senior internal and external stakeholders

#### Knowledge required:

- intermediate level Word, Excel and Outlook
- experience with accounting software (MYOB preferred)

#### Viewed favourably:

- a basic level of understanding of the Vocational Education and Training (VET) Sector.

A minimum of 1 – 2 years experience in similar role is essential.

This is a permanent role with an immediate start for the right applicant.

Applications close COB Monday 6<sup>th</sup> February. Only successful applicants will be contacted.

Please submit your resume along with a cover letter addressing the above key selection criteria to: Caryn Gill – Operations & Services Manager: [caryn@ibsa.org.au](mailto:caryn@ibsa.org.au)