

Job Description

POSITION TITLE	Customer Service & Admin Officer (1.0 EFT)
ORGANISATION	Renew Australia Inc
REPORTS TO	Engagement Manager
DIRECT REPORTS	Nil – Possibly volunteers from time to time
MAIN LOCATION	Working from Home & Renew’s Office,
JOB DESCRIPTION DATE	Effective July 2023

Overview

Renew Australia Inc is an independent not-for-profit member-based association that inspires, enables, advocates and campaigns for people to live sustainably in their homes and communities. Established in 1980, Renew provides expert, independent advice on sustainable solutions for the home to households, government, and industry.

Renew has helped thousands of households reduce their environmental footprint and save money with information on energy efficiency, solar power, rainwater tanks, materials reuse, and waste management.

Renew engages with more than 250,000 people each year around Australia and beyond. We work with more than 7,000 members and subscribers throughout Australia, including a network of 15 active branches. Our community of climate change action includes:

- users of our online information and calculators,
- people contacting our advice service, our research and advocacy partners,
- readers of our two market-leading sustainability magazines *Renew* and *Sanctuary*,
- participants at our regular Speed Date a Sustainability Expert events, Electric Vehicle Expo and our annual national flagship event, Sustainable House Day.

Renew advocates in government and industry arenas for easy access to sustainable solutions as well as continual improvement of the technology, information and products needed to change the way we live.

Renew is a dynamic organisation in an increasingly high profile and rewarding field.

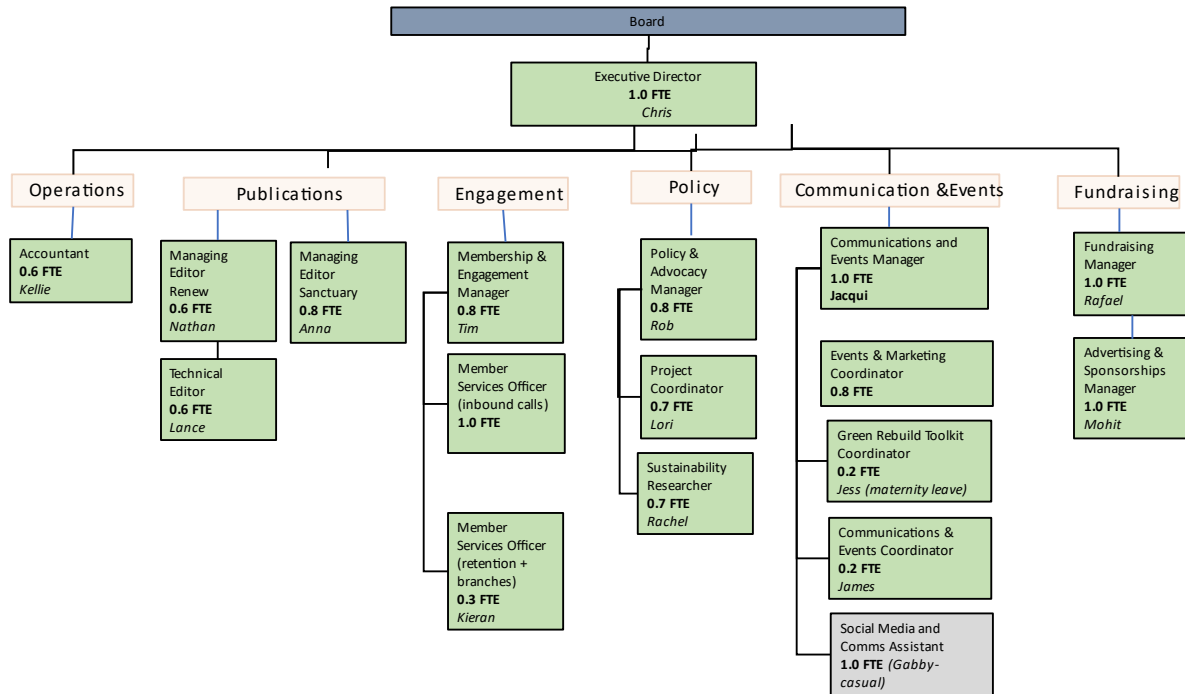
Vision

A world in which communities thrive in a way that does not cost the earth.

Mission

To inspire, enable, and advocate for people to live sustainably in their homes and communities.

Organisational structure



Job Purpose

The Customer Services & Admin Officer will report to the Engagement Manager and provide a professional and responsive service to prospective and current members, subscribers, and stakeholders interacting with Renew. As the first point of contact for Renew’s members, subscribers and partners, this role is key to managing our relationships and meeting the needs of our people. The role also provides support to our local branches and admin support to the organisation in general.

This role will work under general guidance, from the Engagement Manager, within clearly defined guidelines and undertake a range of activities, requiring the application of acquired skills and knowledge, achieving clearly defined outcomes which align with Renew’s organisational goals.

Responsibilities include but are not limited to:

- Answer main phone number and direct calls.
- Provide accurate information to callers.
- Record/renew memberships and subscriptions in our database.
- Update member/subscriber details where required.
- Answer enquiries in our email inboxes and resolve issues or direct to staff.
- Process incoming and outgoing mail.
- Make bank deposits.
- Oversee clean records of enquiries to ensure efficient management.
- Process magazine back orders and online shop orders.
- Manage phone system and reporting.
- Maintain currency of the intranet and SharePoint system.
- Support comms team with minor website updates.
- Prepare invoices.
- Act as the first point of contact for the office in relation to ICT, room bookings, OHS, emergency procedures and managing shared spaces and equipment.
- Promote & maintain a collaborative team environment.
- Develop and maintain strong working relationships with members, volunteers, staff and key stakeholders.
- Other duties as directed.

Job Requirements and Conditions

Qualifications:

- Appropriate certificates (i.e., Cert IV in Office Administration) and/or previous relevant experience or a relevant diploma.

Experience:

- A minimum two years' experience in providing a professional, responsive, and efficient service in a fast-paced environment.
- CRM experience/knowledge highly desirable.
- Experience in responding to telephone enquiries from a diverse member and stakeholder base.
- Relevant experience in customer service and office administration
- Well-developed interpersonal skills and written and verbal communication skills.
- Demonstrated competency in customer management and Microsoft Office and related software.
- Excellent time management and organisational skills
- A professional telephone manner and the ability to build rapport at all levels.
- Ability to work as a team member and independently.

Inherent role requirements:

- Commitment to Renew’s mission.
- Comply with Renew’s values, aims, code of conduct and policies and procedures.
- A broad knowledge of sustainability issues.
- Current Victorian driver’s licence.
- Prepared to participate in annual performance management process.
- Regular meetings as required, i.e., Team meetings, All staff meetings and 1:1 with Engagement Manager and/or Director of Operations & Finance.
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management.

Role focus

- Continue to promote and develop Renew’s mission.
- Identify projects and service delivery opportunities linked to Renew’s community’s needs.
- Promote and maintain a collaborative team environment.
- Develop and maintain strong working relationships with members, volunteers, staff and key Stakeholders.

Work arrangements

Renew operates from Our Community House, Wurundjeri Country, North Melbourne. Our Community House is a gender-lens designed building, is accessible, and parent/carer friendly. We support a flexible hybrid model of working from home and in the office. On Tuesdays we aim to work from the office as a group, and we make sure to have a BYO lunch together on this day.

Signed _____ Date _____ Signed _____ Date _____

Print Name _____

Print Name _____

Renew Australia Inc

Incumbent