



JOB DESCRIPTION

ROLE:	Information Centre Customer Service Officer
MANAGER:	Information Centre Manager
DIRECT REPORTS:	None
LOCATION:	Sydney
HOURS:	3 days per week – fixed term contract until end August 2012 with possible extension
DATE:	February 2012

SUBMITTING AN APPLICATION

To apply for this position please address each of the selection criteria and return your application and CV to hr@planetark.org or PO Box R988 Royal Exchange NSW 1225 **by 27th February**. If you have any questions please call Rebecca Gilling on 0414 922376

FUNCTION & PURPOSE

To assist and work in association with the Information Centre Manager and Campaign Managers to ensure the efficient and effective provision of phone and web based information services to the public, stakeholders and partners.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Participate in the efficient and professional handling of enquiries from the public, councils, recyclers, collection points, workplaces, industry bodies, as well as community and environment groups in relation to recycling, National Tree Day and other campaigns
2. Respond to phone, e-mail, fax and other enquiries from partners and the public around Planet Ark's campaigns (with a particular focus on National Tree Day)
3. Make out-going calls to partners to encourage support and participation in Planet Ark's campaigns (with a particular focus on National Tree Day)

4. Record data, information and feedback on enquiries in the appropriate databases
5. Assist the Information Centre Manager in drawing themes, trends and reports from e-mails, calls and web-usage and periodically assist in the development, running and analysis of online or phone based user satisfaction surveys
6. Participate in relevant meetings including general staff meetings, supervision, campaign team meetings and work with the Information Centre Manager to identify and undertake professional development opportunities
7. Ensure personal adherence to the Planet Ark HR Manual
8. Any other duties as directed by the Management

WORKING RELATIONSHIPS

Internal Relationships	External Relationships
Information Centre Manager	Campaign partners and agencies
Information Centre Support Officers	Councils
Campaign Managers	General public, community and environment groups
Staff	

SELECTION CRITERIA

1. Experience in phone and e-mail based customer service
2. Excellent verbal and written communication skills and strong interpersonal skills with a capacity for conflict resolution and diplomacy
3. Strong time management skills, with an ability to manage ongoing concurrent tasks, work under pressure and meet tight deadlines all with a fine attention to detail
4. Computer literate in generic computer packages such as Microsoft Office (Excel), email systems and familiarity with the internet and databases, and a willingness to learn new skills in regard to content management
5. Ability to work individually or as part of a team and to take directions from others