



Positive environmental actions, for everyone.

## JOB DESCRIPTION

<b>ROLE:</b>	Information Centre Support Officer
<b>MANAGER:</b>	Head of Operations
<b>DIRECT REPORTS:</b>	None
<b>LOCATION:</b>	Sydney
<b>HOURS:</b>	37.5 hours per week
<b>DATE:</b>	November 2018

To apply, please email your CV and response to the selection criteria below to [hr@planetark.org](mailto:hr@planetark.org). Please note only submissions addressing selection criteria will be considered. **Applications due by 10 April 2020.**

### FUNCTION & PURPOSE

The primary objective of the Information Centre Support Officer role is to:

To assist and work in association with the Head of Operations 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. Make out-going calls to stakeholders to collect data and encourage support and participation in Planet Ark's campaigns and programs
3. Record data, information and feedback in the appropriate databases
4. Assist the Head of Operations 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 surveys

5. Participate in relevant meetings including general staff meetings, supervision, campaign team meetings and work with the Head of Operations to identify and undertake professional development opportunities
6. Ensure personal adherence to the Planet Ark HR Manual
7. Contribute to other organisational activities beyond the scope of the role as agreed, and other duties as reasonably directed by the Head of Operations

### **WORKING RELATIONSHIPS**

<b>Internal Relationships</b>	<b>External Relationships</b>
Head of Operations	Campaign partners and agencies
Information Centre Support Officers	Local Councils
Campaign Managers	Recycling organisations
IT Team	General public, schools, community and environment groups

### **ESSENTIAL SELECTION CRITERIA**

1. Experience in phone and e-mail customer service
2. Excellent verbal and written communication skills and strong interpersonal skills with a capacity for relationship management 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
6. A strong alignment with Planet Ark's mission and values