



OzHarvest | Job Description

Your Position Title:	OzHarvest Customer Service Coordinator
Your Department:	Sydney NSW
You'll Report to:	NSW State Manager
Classification :	Full time
Headcount or Hrs/wk :	38 hours per week
Date :	Jan 2020

Your Key Relationships

Internal: State Manager, Volunteer Coordinator, Operations Team, Management Team, Business Services, Logistics Team, All FT and PT OzHarvest Staff

External: Local community contacts, Stakeholders of OzHarvest, Food donors, Agencies, Logistics companies, Corporates, General Public.

What we're about

Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values:

Connected by a cause: We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us.

Nourish & Grow: We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive.

Boldly Courageous: We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.

With Gratitude: We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.

About the role

This role is instrumental to the OzHarvest NSW and National team in attending to daily calls, emails and enquires.

You will be working from our Alexandria HQ and will be the first person our community talks to so customer service, response times and overall knowledge of the whole organisation is top priority. Enquiries will range across all areas of the organisation so the *customer service assistant* will be able to action enquires or direct them to the right department.

To fit into our culture this person must be outgoing with a can do attitude.



Your Responsibilities

- Attend to the reception and Sydney info inbox answering emails and forwarding enquiries.
- Answering all calls to OzHarvest and either actioning or forwarding on all relevant details to OzHarvest contacts as per instructions (finance, volunteers, media, marketing, fundraising, operations, logistics, CEO/PA, corporate engagement, food truck, catering, education, people and culture, regional chapters, food relief projects)
- Listening to voicemail messages and forwarding the recording to the appropriate OzHarvest contact as per instructions
- With basic logistics training and access to our booking system (Crittah) schedule food collections and drop offs.
- Provide guidance and assistance to individual food relief calls – directing them to either one of our food relief programs or ask izzy and local councils
- Administrative tasks as requested
- Greeting walk-in customers and other visitors with a smile, positive outlook and escorting them to specific destinations.

Personal Specifications

Qualifications

- A certificate in business administration preferred

Skills, Knowledge & Experience

- Experience in business administration or a similar role essential
- Excellent written and verbal communication skills
- Can-do attitude and good customer service, organisational and interpersonal skills
- Ability to multitask in a fast paced environment
- Extensive experience using Microsoft Office Suite (particularly Share Point, Excel and Power Point) and Salesforce (or similar CRM database system)

Personal Abilities and Aptitudes

- Clear communicator



- Friendly and polite
- Ability to empathise with others
- Be culturally aware and understanding of different cultures.
- Being an ambassador for OzHarvest and representing us in a friendly manner to all stakeholders, staff and other volunteers

Employee Acknowledgement

I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.

Employees Name: _____

Signature: _____ **Date:** _____

OzHarvest Policies that apply to this role:

- Covid Policy
- Code of Conduct Policy
- Employment policy
- WHS Policy
- Leave Policy
- Flexible Work Arrangements Policy
- Communications Policy