



## **Customer Service Officer - Information Centre Job Description And Selection Criteria**

### **Submitting an Application**

To apply for this position please address each of the **essential criteria** and return your application and your CV to Ellice Kelly via e-mail ([accounts@planetark.org](mailto:accounts@planetark.org)) or post (PO Box 4, Wentworth Falls, 2782) by close of business Friday 18<sup>th</sup> February.

If you have any questions feel free to call on 4757 8904.

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**POSITION NAME:** Customer Service Officer - Information Centre  
**HPW:** Casual hours until August 2011 with possible extension  
**SUPERVISOR'S TITLE:** Information Centre Support Officers and Campaign Manager

### **FUNCTION & PURPOSE:**

To assist and work in association with the Information Centre Support Officer(s) to ensure the efficient and effective provision of phone and web based information service to the public, stakeholders and partners.

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### **PRINCIPAL DUTIES & RESPONSIBILITIES**

1. 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).
2. Make out-going calls to partners to encourage support and participation in Planet Ark's campaigns (with a particular focus on National Tree Day).

3. Record data, information and feedback on enquiries in the appropriate databases.
4. Participate in relevant meetings including General Staff Meetings. Supervision, campaign team meetings and work with the Support Officer(s) to identify and undertake professional development opportunities.
5. Ensure the implementation of Planet Ark's policies and procedures as relevant.
6. Any other duties as directed by the Management.

## **WORKING RELATIONSHIPS:**

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### **INTERNAL**

Information Centre Support

Officer(s)

Campaign Managers

Staff

### **EXTERNAL**

Campaign partners and agencies

Councils

General public, community and environment groups

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### **Essential Criteria**

- Experience in phone and e-mail based customer service.
- Excellent verbal and written communication skills and strong interpersonal skills with a capacity for conflict resolution, relationship management and diplomacy.
- 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.
- 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.
- Must be able to work individually or as part of a team and take directions from others.