

Client Services Officer

Darwin Northern Territory 0800 Australia, Full-time

Welcome to Relationships Australia Northern Territory

Relationships Australia Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background, or economic circumstances.

We believe Relationships Matter, and respectful relationships can empower people to belong, connect and have meaning and confidence to meet the challenges of our time.

The Role:

This is an important role that supports the whole office, as the Client Service Officer, you will have excellent communication and sound judgement to be the first point of contact for a wide range of clients in a variety of situations.

You are a team player, willing to complete daily and weekly duties, and provide support when needed. You have strong time management and organisational skills. You are comfortable learning new technology, such as client booking systems, while making sure client information is kept private and confidential. Most of all, you have a positive and friendly manner.

If this sounds like you, then this is the opportunity for you to join a reputable organisation that cares for the community!

What We Offer:

We provide a positive work culture and a diverse and inclusive environment. Our people matter to us, and we are committed to supporting them and their wellbeing:

- Competitive Salary + Salary Sacrifice (up to \$15,899 for tax free benefits and \$2,650 p/a for entertainment benefits)
- Generous Professional Development \$2000 and 8 days study leave pro rata, per year
- 5 weeks annual leave with leave loading + 3 days extra leave between Christmas and New Year
- EAP for employees and family
- Wellness Day per staff member, per financial year
- Relocation assistance of \$4000, conditions apply

Essential skills:

- Ability to work in a challenging environment and as part of a small team.

- Excellent organisational skills, particularly in prioritising workloads and managing competing deadlines.
- A confident and outgoing approach with excellent communications ability and telephone manner.
- The ability to respond sensitively and appropriately to distressed callers.
- A high level of initiative, flexibility and time management skills.
- Advanced Microsoft Office skills.
- Ability and commitment to work as a team member within the ethos and values of RA-NT.
- Able to work a late day on Thursdays when required.

Desirable:

- First Aid Certificate

Requirements

- A satisfactory Northern Territory working with children check.
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

How to apply:

To apply please submit a one page Cover Letter addressing the selection criteria and an up-to-date Resume including two Referees. To discuss this position further, please contact Michaela Ishwar on 08 8950 4100.

Applications will be processed as received and only successful candidates will be contacted.

Relationships Australia NT encourages applications from people of all ages, nationalities, abilities and cultures – including Aboriginal & Torres Strait Islander peoples, CALD, the LGBTQI+ community and people living with disability. We are happy to adjust our recruitment process to support your accessibility needs.