



POSITION DESCRIPTION

Position Title: Customer Care Officer – 4 days a week (Part time/ Contract - 0.8)

Reports to: Camps Operations Manager - Positive Start

Contract Period – Immediate Start – 30 June 2023

Please send through your resume to sanchi@auscamps.asn.au

Closing date for applications – 30th November 2022

Salary range - \$70k- \$80K FTE depending on experience plus Superannuation

Background

Australian Camps Association (ACA) is the national peak body for camps and associated providers. We develop, support and promote the delivery of camp experiences that provide positive community, social and personal outcomes.

The *Positive Start in 2022* project is an exciting initiative of the Victorian Government to deliver 81,200 students on school term and school holiday camps in 2022/2023.

The Role

Support the Managers and Positive Start team as needed to deliver key program objectives within scope of the Positive Start initiative, to include but not limited to:

- Primary point of contact for ACA Positive Start customers, (camp operators, schools and parents).
- Respond to enquiries by email and phone in a timely manner.
- Escalate issues to Managers as required.
- Assist with routine reporting with ACA and Government.
- Provide support as needed to deliver key program objectives within scope of the Positive Start initiative.

Experience and skills:

- Not for Profit, for-purpose, start-up or social enterprise experience preferred;
- Must be community minded;
- Comfortable using Microsoft Office (Excel and Word);
- Must have excellent communication and stakeholder relations;
- Be contemporary and open minded, someone who will protect diversity;
- Comfortable working without well-established processes and systems;
- Organised, strong attention to detail; and
- Provide support as needed to deliver key program objectives within scope of the Positive Start initiative.

Hybrid working structure and must work from the office at least twice a week.

In addition, current and valid Working with Children and NDIS screening checks are essential.