

Front of House Customer Service Officer

We are searching for an individual who wants purpose driven work and enjoys a challenge!

- **Part time Position with established NFP – Located close to Southern Cross Station, Melbourne**
- **Permanent Position - .8 FTE; 4-day working week (days / hours to be agreed)**
- **Salary Packaging - Immediate Position Available**

SPELD Victoria is a Not for Profit (PBI) registered charity which commenced in 1969. SPELD Victoria provides information and services to children, young people and adults with Specific Learning Disorders like dyslexia.

The successful applicant will be motivated by purpose driven work outlined in the role and be willing to learn all there is to know about individuals with Specific Learning Disorders. You must enjoy interacting with families and being busy with the number of tasks the role offers.

About the job:

Provides front of house customer service to the team and families

- Front of House customer service duties including reception, information and advice, making bookings and taking payments for all of SPELD Victoria's services particularly the diagnostic assessment, consultation and tutoring services; conversing with parents seeking advice on services; data management.
- Act as the go to person on understanding family's requirements
- Support Member enquiries
- Coordination of all office activities including online Shopify orders and front of house sales
- Support to the psychologists and wider SPELD Victoria team on events and day to day facility management issues
- Liaison with key stakeholders across education, health, disabilities, and community sectors

About you:

- Strong communication, customer service skills & attention to detail
- Sound knowledge of MS Office and Salesforce CRM system
- Proactive and results driven with the ability to work independently
- A flexible attitude and desire to learn and take on challenges
- Ability to prioritise workloads and work under pressure
- Willing to undergo a national police check, working with Children's check, fully vaccinated

If you are returning to the work force, pro-active and looking to join a great work environment offering NFP salary packaging, please look no further. Just send us your CV & covering letter detailing your experience to hr@speldvic.com.au Apply now!

Please note: Only shortlisted candidates will be contacted.