

Selection Criteria – Community Links – Customer Support Officer

Essential:

1. Experience in providing exceptional customer service
2. Demonstrated ability to communicate and work effectively with a diverse range of people from various cultural and socio-economic backgrounds and of varying abilities
3. Ability to effectively engage, assess, support and appropriately refer individuals to relevant services
4. Capacity to build and maintain strong working relationships with key stakeholders, to build and participate in effective partnerships for the benefit of community, individuals, programs and organisation
5. Experience working in the community or human services field or similar with strong coordination skills
6. Well-developed oral, written and interpersonal communication skills
7. Well-developed organisational and time management skills
8. Computer literacy: Intermediate skills in Microsoft Office
9. Knowledge and understanding of an extensive range of local and regional organisations and programs that support community and individual well-being

Desirable:

1. Experience working with people from Indigenous and Culturally and Linguistically Diverse backgrounds
2. Relevant tertiary qualifications (or working towards) and/or relevant experience in a community support/development role

We value diversity and welcome applicants from all walks of life, ages, backgrounds and cultures.