

Work with Guide Dogs Victoria



Customer Service Officer

Guide Dogs Victoria provides high quality training to maximize the independence of people living with low vision or blindness. Our professional services extend beyond the provision of guide dogs, and include innovative children's mobility programs, orientation and mobility training for adults and people living with an acquired brain injury (ABI), and social networking programs to support active community participation. Guide Dogs Victoria is also Australia's most trusted charity and an employer of choice in the disability sector. Our staff enjoy an inclusive and collaborative working environment where talent is recognised and innovation is encouraged.

Guide Dogs Victoria currently has a vacancy for an experienced professional to join our Customer Service team in the role of Customer Service Officer.

This role is best suited to:

- A candidate who has recent experience as a medical receptionist or has had exposure in a similar role within the community health space;
- A quick thinking, friendly and approachable individual who is familiar with the NDIS and My Aged Care is desirable;
- Someone who thrives as the first point of contact for all incoming enquiries to Guide Dogs Victoria both by phone or face to face; and
- A confident administrator who can provide support functions which include, responding to the first call, transfer of calls internally and externally, initial response to a referral, processing of reports, letters, typing, photocopying, faxing, processing photos for distribution to Volunteers and Clients, emailing and transcribing mail into alternate formats for Clients such as braille, large print, audio or arranging translation.

The successful candidate will have:

- Direct experience in responding to referral and related enquiries in order to provide information and support to Clients;
- A confident and approachable manner in providing superior customer service;
- Strong administration skills and experience within a Salesforce or an equivalent CRM highly desirable;
- A commitment to live the Values and Behaviours of Guide Dogs Victoria;
- A strong client and customer focus and a commitment to person centred service practices; and
- A strong alignment with the vision of Guide Dogs Victoria in delivering independence to people with low vision or blindness.

A competitive remuneration package is available commensurate with skills and experience, which includes tax free salary packaging. Applications (including a Cover letter and Resume) to be emailed to

hr@guidedogsvictoria.com.au by **Monday 29th March.**

Guide Dogs Victoria welcomes applicants who are blind or who have low vision to apply.

