



## Customer Service Team Leader - Position Description -

### About Us

To change the world, charities and NFPs need amazing staff and volunteers – and that’s why EthicalJobs.com.au exists.

We support thousands of not-for-profit organisations that make our world a better place to find passionate, values-driven job-seekers who want to “work for a better world”.

As a social enterprise and one of Australia’s top job-search sites for the not-for-profit sector and beyond, we support the work of more than **5,000 organisations** around the country, and have a passionate community of around **200,000 unique users** visiting the site each month. And we’re growing!

We’re a friendly and growing team of 19 people who are inspired to “work for a better world” through connecting people and organisations with a vision of a more equitable, just and sustainable world.

Our spacious office is just off Smith St in Collingwood. There’s loads of natural light, high ceilings, standing desks, a large outdoor deck for lunch in the sun and drinks after work, and great food and coffee just around the corner.

### About the role

Our customer service team (currently 5 team members) are the “engine room” of EthicalJobs.com.au, responsible for handling inbound customer requests from up to 5,000 organisations (not all at the same time though!), and also editing, proofing and approving up to 700 jobs for not-for-profits and social enterprises every week.

The CS Team Manager is a new, stand-alone role at EthicalJobs.com.au, and will also be a part of our 6-person leadership team for EthicalJobs.com.au as a whole.

As the leader/manager of the team, your responsibilities will include:

- Coaching team members to achieve their best every day
- Helping resolve any challenges for the team
- Being a point of escalation for complex client enquiries or feedback
- Ensuring the team’s work is high quality, including assessing quality data and providing feedback to team members
- Recruiting and on-boarding additional team members when needed
- Representing the team in management-level meetings
- Supporting the team with job ad editing during high volume periods or staff absences

## About you

- You're friendly and you love working with people.
- You're a natural leader.
- You're a good listener and you love helping people to solve problems.
- You have a keen eye for detail.
- You have a customer service background, and experience leading/managing teams in a small or medium sized organisation.
- You know how to build a compelling team culture for your direct reports.
- You know how to develop and evolve team processes to become more effective over time.
- You're extremely organised and reliable.
- You're keen to make a positive impact every day.
- You're excited about our vision of a better world and would love the challenge of playing a pivotal role in a fast-growing social enterprise.

## Selection Criteria

### Essential:

- 3+ years of experience leading a customer service team (or similar)
- Demonstrated experience in creating a high performance team culture
- Demonstrated experience with developing internal processes to maximise product team productivity and happiness
- Strong relationship building and stakeholder management skills
- Fantastic phone manner
- A positive, energetic and proactive attitude
- Highly organised
- Great attention to detail and process-orientation
- Demonstrated passion and commitment to "working for a better world"

### Desirable:

- Experience working in or with the Not-for-Profit sector
- Experience working in a tech-based company
- Experience managing B2B customer dynamics
- Knowledge of HR / People and Culture processes
- Experience with technical implementation of CRM process improvements

**Hours:** Full-time, but with an option to work 0.9

**Reports to:** General Manager

**Direct Reports:** Five

**Salary:** \$80k-\$120k +super, depending on experience

## What do you get beyond a great remuneration package?

- A beautiful office, close to public transport and great food on Smith St
- In-house massage-therapist – visits every 2 weeks to give everyone a 15 minute massage
- A light- and plant-filled work space, with beautiful outdoor deck for outdoor meetings

- A standing desk
- Unlimited fruit, nuts, chocolate, tea and coffee
- Team lunch every Wednesday
- Pet-friendly workplace – a number of staff regularly bring their dogs in to make the office more fun
- Paid professional development days
- The opportunity to have a real impact on the work of over 5,000 charities and social enterprises across Australia!

### **Excited?**

To apply, please go to <https://form.jotform.com/92541016676963> and submit:

- A 1-page cover letter that succinctly outlines your relevant experience in relation to the selection criteria (please make it amazing!); and
- A copy of your CV;

*Privacy note: This application form is hosted on an external site, where your application data will be stored securely. No data will be shared with any parties other than EthicalJobs.com.au at any time.*

**Questions?:** If you have any questions about the role please email robyn [at] ethicaljobs.com.au

**NB:** Women and people of diverse gender, age, cultural backgrounds and with disabilities are strongly encouraged to apply.

**Applications Close: 9am, Monday 7 October 2019.**