

## Client Services Officers

- Casual - able to work at multiple sites
- Relationship Matters – Melbourne CBD
- Access to salary packaging

### About us

Relationship Matters is a dynamic, values based not-for-profit organisation specialising in human relationships and interpersonal communication. We are passionate, dedicated and committed to making a difference by providing high quality relationship counselling, dispute resolution and relationship education services to individuals, couples and families. Relationship Matters also provide Employee Assistance Programs, training and consultancy to workplaces.

### About the role

The ideal candidate will bring to the role previous client service experience. Your excellent customer service orientation with a high level of professionalism will be critical to your success in this role. Furthermore, you will demonstrate problem solving skills, the ability to critically analyse situations and recommend solutions.

The applicant must be able to work evenings and extended hours as required.

Responsibilities will include:

- Respond to client enquiries and coordinate bookings
- Perform data record tasks with a high degree of accuracy
- Perform a broad range of administrative functions and support to staff
- Responsible for reconciliation of daily takings, raising invoices and processing payments

### About you

- Qualifications and / or experience in client services and administration
- Excellent communication and interpersonal skills (oral and written)
- Demonstrated computer literacy and experience in MS Office and clinic management software
- Enjoy a collaborative interactive and fun team environment
- Demonstrated attention to detail, initiative and a friendly manner is essential
- Ability to meet conflicting, changing demands and service delivery approaches within a time sensitive environment
- Ability to multi-task and work efficiently as a flexible team member who is committed to achieving own and work team goals/priorities
- Commitment to continuous improvement

### To apply

Application details and a position description are available from [www.relationshipmatters.com.au/employment](http://www.relationshipmatters.com.au/employment)

We encourage applications from Indigenous Australians, people with disability, people from diverse cultural and linguistic backgrounds, and lesbian, gay, bisexual, transgender and intersex (LGBTI) people.

Applications should be forwarded to HR – Relationship Matters, Level 4 - 255 Bourke Street, Melbourne 3000 or emailed to [hr@relationshipmatters.com.au](mailto:hr@relationshipmatters.com.au) by Friday 19<sup>th</sup> February, 2021.

For enquiries regarding this position, please contact Rachael Nelson on 1300 543 396.