

Client Services Officer

- **Part Time Permanent Position - able to work at multiple sites – CBD and Wyndham**
- **Leading family, relationship and counselling organisation**
- **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 across more than one location, evenings and extended hours.

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.
- Provide administrative services and comply with reporting requirements in relation to data collection, entry and administration.
- Reception and administration duties.
- Responsible for reconciliation of daily takings, raising invoices and processing payments.

About you

- 2+ years' experience in a client services position, experience within community services is preferred.
- Qualifications in client services and administration is preferred.
- Excellent communication and interpersonal skills (oral and written).
- Demonstrated computer literacy and experience in MS Office and clinic management software.
- Experience with Penelope or a similar client information system is preferred.
- Highly proficient organisational and administrative skills.
- 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

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 by Friday 30th April, 2021.

For enquiries regarding this position, please contact Shilpa Alla on 1300 543 396.