



Call Centre Assistant

Position Description

Position Title	Call Centre Assistant
Responsible Council	Parramatta Central Council
Reports To	Recycling & Distribution Manager
Base Location	Kingwood Distribution Centre
Primary position objective	To process inbound calls for furniture donations

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 2000 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Service Overview

The Parramatta Call Centre provides a booking service for the wider community to arrange collection of their quality donations, as well assist with the booking of client deliveries.

Duties and Responsibilities

Major Responsibilities

- Receiving and responding appropriately to phone calls and emails
- Interacting with internal and external stakeholders, including Society employees, clients, members and volunteers, in an appropriate and respectful fashion at all times
- Data entry

- Ensuring requests are actioned through Society processes and procedures in a timely manner.
- Recording and reporting on issues as required
- Maintaining appropriate records as required
- Maybe required to assist other departments with inbound phone calls
- Ad hoc functions in the Call Centre as required, including filing, scanning, photocopying and undertaking general office duties as appropriate
- Meeting goals/targets/objectives/standards set by Society Management if and when applicable
- Additional duties as required/directed

Essential Criteria

- Previous call centre experience
- Good Interpersonal skills and organisational skills, including the capacity to prioritise tasks and meet strict timelines
- Good written and oral communication skills, including a demonstrated capacity to communicate with a range of internal and external stakeholders from a variety of backgrounds
- Good listening skills
- Typing skills with a high level of accuracy
- Demonstrated skills in MS Office programs, with the ability to use the internet effectively
- Ability to use office equipment including telephone, facsimiles, photocopiers, scanners and computer
- Professional and friendly team player
- Willingness to train as required
- Ability to work within the ethos of the St Vincent de Paul Society (a lay Catholic charitable organisation)

Desired Skills

- Previous experience working with volunteers
- An understanding of transport and logistics

The St Vincent de Paul Society is an Equal Employment Opportunity Employer