# Position Description

# Vision Store Support Officer

## Purpose of Position

Provide administrative and Vision Store support to the Vision Store team. This position reports to the Vision Store State Lead and will work in close collaboration with the Client Service team and key stakeholders nationally to achieve solution and goal-based sales targets.

## Context

Vision Australia is a national, for purpose organisation that aspires to have a positive measurable impact on the lives of people who are blind or have low vision in the areas of education, employment, independence and social inclusion. The organisation is proactively transforming itself in response to major changes in our funding models and the expectations of the blind and low vision community.

This position is in the Vision Store Division in Commercial and National Services and will work in close collaboration with Client Services and central support functions.

## Principle Responsibilities

* Support general customer inquiries in multiple channels including; face to face, phone, email;
* Process equipment claims for MAC, DVA, NDIS and other funded sales;
* Administration of online communication platforms for the Vision Store team;
* Process equipment returns and refunds;
* Assist with the set up and display of the local Vision Store and ensure all equipment is in working order including correct pricing and product information on all items;
* Provide administrative support by updating customer records in online system;
* Respond to Request for Quotes (RFQ’s) from local service providers and other groups as required;
* Continually develop and maintain skills & knowledge by keeping up to date with new products and equipment;
* Other duties as required by the Manager;
* Maintain asafe workplace by ensuring staff, volunteers and clients receive adequate information, training and instruction on WHS. Provide adequate supervision to all persons on Vision Australia sites and events and ensure all safety issues are reported and addressed.

## Key Performance Indicators

Key performance indicators will be clearly defined through the performance planning process. These will include;

* Support the achievement of solution and goal-based sales targets;
* Courteous, efficient and timely customer service to internal and external customers;
* Quality information provided;
* Sufficient and accurate stock management;
* Compliance with all organisational policies and procedures.

## Essential Job Competencies

* Certificate IV in Business Administration or equivalent experience;
* Experience in high level administration and customer service / Vision Store role;
* High proficiency in online customer support platforms;
* Proficiency in all Microsoft applications;
* Excellent verbal and written communication skills;
* Ability to prioritise tasks and manage multiple competing deadlines;
* Ability to work independently and as part of a team;
* Problem solving and analytical skills at an administrative level;
* Willingness to be innovative.

## Organisational Values

The expectation that we set is that our workforce understands and models our values and behaviours in everything they do 100% of the time

* Person-Centred - We measure our success in terms of outcomes for our clients;
* Accountable - We hold ourselves responsible for what we do and don’t do;
* Collaborative - We work well together and with others to deliver the best possible outcomes;
* Commercially Focussed - We work efficiently and responsibly to sustain and grow our services and influence;
* Agile - We will adapt, learn and innovate to have a positive impact in a changing environment.

## Vision Australia environment

Many Vision Australia employees work with Seeing Eye Dogs and all employees are likely to have contact with working dogs.

Employment is subject to the Organisation receiving a National Police Record Check and if relevant, a Working with Children Check or QLD Blue Card or Vulnerable Persons (ACT) check.

## Role Scope

Reports to: Vision Store State Lead

Direct Report Staff: 0

## Review of Job Description

This job description will be reviewed in line with the performance planning and appraisal process. END