

Applications are currently being sought for a suitably qualified person for the position of Membership Benefits Officer in our Retention and Growth membership team. This is an entry level position.

Applicants should forward a brief application letter addressing the key job requirements and selection criteria below, and Curriculum Vitae to the Secretary, Neil Henderson via email to zach.walsh@theservicesunion.com.au by COB Friday 24 January 2020.

Employer:	The Services Union
Work Type/s:	Permanent Full time
Location:	Brisbane
Classification:	Membership Benefits Officer
Salary:	\$60,617 per annum + 15% superannuation
Formal qualifications:	Tertiary qualifications are highly desirable

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We are looking for an energetic, committed person who is keen to work within the union movement. The Membership Benefit Officer's primary role will be working to help retain members and assist with direct member contact to grow our union where we are campaigning. The role is primarily based in our contact centre fielding inbound and outbound calls.

Key job requirements

- Customer service focused with a positive attitude.
- Identifying issues and resolving them with little impact on the member.
- Maintaining a minimum standard on calls with a great telephone manner.
- General administration tasks.
- Excellent numeracy and literacy skills.
- Demonstrated ability to utilise computer programs and systems.

Selection Criteria

- Proven customer Service experience.
- High level interpersonal and conversational skills that can be applied by telephone and face to face.
- Ability to handle objections and project a positive, friendly and professional impression of our union.
- Ability to perform work within specified timelines and plan work systematically and efficiently.
- Ability to identify and resolve problems with little impact on the member.
- Computer literacy and ability to work with new systems with minimal training.
- Commitment to the principles of unionism.
- Possession of a current Queensland driver's license.