



About Family Planning Victoria

Family Planning Victoria (FPV) is a leading, not for profit, state-wide provider of sexual and reproductive health care, education, and advocacy. Governed by a voluntary board of directors, we have been providing comprehensive sexual and reproductive health services in Victoria for over 50 years.

We provide a range of services which are accessible, culturally relevant, and responsive to the needs of the diverse Victorian community, including clinical care, education, and training to help build the capacity of educators and health care professionals.

About the role

An exciting opportunity exists for 2x Permanent Part Time Customer Service Officers to provide customer centric administrative support to FPV service delivery teams on a job share capacity. The successful applicants will join a small team of Customer Service Officers and will work an average of 20 hours per week (negotiable) across our sites at FPV's Box Hill clinic and at FPV's Action Centre in the Melbourne CBD.

The role will see you primarily managing customer enquiries, attending to front desk reception duties, providing information on our services, scheduling and managing bookings, general administrative duties, and office support, including data entry and resource planning, database management, as well as assisting other members of the close-knit service delivery team and front of house reception duties.

Key responsibilities of the role include (but are not limited to):

Customer Service

- Respond to all customer enquiries/requests promptly and efficiently in accordance with service level expectations across all communication channels
- Provide professional and courteous service in all contact with customers, external service providers and internal and external stakeholders
- Actively anticipate customer needs and provide accurate responses or solutions in resolving a query or request. Where appropriate seek input from appropriate service delivery team member.
- Identify and manage sensitive and challenging customer interactions diligently and effectively to ensure a positive outcome
- Make, facilitate, maintain, and monitor bookings for FPV services, ensuring efficient use of FPV resources

Self-Management and Team Contribution

- Maintain confidentiality in line with, legislation, Code of Conduct and comply with all FPV policies & procedures.
- Contribute to effective team performance through collaborative problem solving and strong across function communication
- Identify and initiate improvements to administrative procedures and systems
- Actively participate in and contribute to continuing quality improvement initiatives and activities, directly and indirectly, across the organisation

Administration Support



- Deliver a range of general administration tasks, including but not limited to photocopying, mail coordination, bookings, collation of FPV materials & resources, processing payments & invoicing as required.
- Create and manage electronic and paper records in file management systems to enable easy accurate and complete retrieval and reporting.
- Provide effective administration support to functional areas across the business ensuring a seamless (internal and external) customer experience
- Provide logistic support for training sessions (within and outside business hours)

About You

Ideally, we are looking for someone with:

- Highly developed organisation skills to manage and coordinate a range of tasks and competing priorities across a clinical program
- Excellent customer service aptitude with strong written and oral communication
- An ability to work collaboratively within a team environment, in both the administration team and as part of a wider program.
- A true problem solver mentality, and ability to ensure mutually acceptable outcomes when liaising with all stakeholders
- Proficiency in the use of MS Office suite applications
- Previous experience within a customer focused administrative role
- Demonstrated experience in administration of business and finance stock management software (e.g., Best Practice, VETtrak, Moodle) will be seen as favorable but not essential.

How to Apply

Please provide a brief cover letter addressing the skills requirement (described in the **About You** section), along with your resume to HR@fpv.org.au by close of business Friday 28th January 2022.

A Position Description can be found via the FPV website at <https://www.fpv.org.au/careers/career-opportunities>

Only candidates who have the right to work in Australia will be considered. Successful appointees will be required to undertake & complete a Satisfactory National Police Check & Working with Children Check.