

## Position Description: Customer Service Officer

**OUR  
VISION:  
EVERY  
YOUNG  
CHILD IS  
THRIVING  
AND  
LEARNING**

Position Summary	
Title	Customer Service Officer
Classification and Level	ECA Level 2 as per ECA Enterprise Agreement
Section	National Operations
Reporting to	General Manager—Impact and Collaboration
Delegation/Supervision	No reports
Compliance Requirements	<ul style="list-style-type: none"> <li>Working with Vulnerable People Registration and other background checks as required in accordance with ECA’s policies</li> </ul>
Date Approved	24 October 2024

### About Early Childhood Australia

Early Childhood Australia (ECA) has been operating since 1938, we are a not-for-profit organisation with a national membership.

Our vision is ‘every young child thriving and learning.’ To achieve this vision, we champion the rights of all children from birth to the age of eight to thrive, learn and play at home, in the community, within early learning settings and through the early years of school. Our work builds the capacity of our society, including families and early childhood professionals, so that every child—regardless of location, household income or individual needs—can be nurtured to achieve their unique potential.

ECA acknowledges the unique place of Aboriginal and Torres Strait Islander peoples in our society, the past and current injustices, and realities for them across Australia, and the enduring strength of their cultures and identities. We commit to being at the forefront of achieving a reconciled nation that values, respects, and celebrates Aboriginal and Torres Strait Islander ways of knowing and being.

Everything we do is founded on our values:

**Equity:** We promote social empowerment and inclusiveness in how we work and what we do.

**Integrity:** Our work is based on evidence and expertise. It is always ethical and transparent.

**Leadership:** We are courageous in promoting the rights and interests of young children.

**Respect:** We value and esteem children, families, professionals, and each other, always

**ECA’s Strategic Plan (2021-24)** outlines the future direction of the organisation and what we stand for. It contains five strategic priorities:

- Speak up for young children:** Be a courageous advocate that amplifies the voice of young children, their families and those who work with them.
- Collaborate for impact:** Work collaboratively with others to champion the importance of the early years and improve outcomes for all children, particularly those at risk of disadvantage.

3. **Champion 'beyond quality' in early education:** Strengthen the capacity of services to be ethical, inclusive, and effective in amplifying the learning outcomes and wellbeing of all children.
4. **Lead and inspire professional learning:** Lead the provision of quality-assured resources and learning opportunities for early childhood professionals.
5. **Be sustainable and effective:** Increase our effectiveness through innovation and improvement that is socially, financially, and environmentally responsible.

ECA is also strongly committed to reconciliation, our current **Reconciliation Action Plan** can be found on our website: [www.earlychildhood.org.au](http://www.earlychildhood.org.au)

## Position Purpose

The Customer Service team works within the National Operations team and contributes to the purpose, vision and mission of Early Childhood Australia by providing the highest levels of customer service for ECA members and customers. The Customer Service team is the face of ECA and are central for building ECA's brand equity and selling ECA's range of products and services, including ECA Shop, ECA's professional learning, the ECA Learning Hub, Memberships, Events, Publications and other resources to meet the needs of service providers and individuals within the early childhood education and care (ECEC) sector.

Operationally, the Customer Service team responds to customer inquiries (primarily via email and phone), process customer purchase orders including memberships and subscriptions, sale of books and other resources, online learning queries, and registrations into ECA events. This often involves communicating with teams across the organisation to ensure needs are met. Integral to this role is a focus on building and maintaining positive relationships with our members and customers, so that our relationship is not simply transactional.

The Customer Service Officer supports the following organisational objectives:

- Maintaining and exceeding customer service standards as per the ECA Customer Service Handbook
- Growing ECA Learning Hub Subscribers – principally through high-quality customer service
- Growing ECA Membership – principally through high-quality customer service and the renewals process
- Growing sales of publications and subscriptions, including the ECA Shop, ECA Learning Hub courses, and ECA events

## Reporting Structures

The role reports to the General Manager—Impact and Collaboration and supported by the Senior Customer Service Officer. The role works closely with the Customer Service team and with all teams at ECA.

## Key Responsibilities

### 1 Customer Service

- 1.1 Attend to the main switchboard, and triage or address incoming calls in a timely manner
- 1.2 Support customers with membership, membership benefits, professional learning, events and other enquiries as required
- 1.3 Ensure lapsed memberships are investigated by contacting the member within 14 days of lapsed membership and recording the contact and customer response within the CRM
- 1.4 Provide assistance and troubleshooting to ECA Learning Hub customers, and escalate to Professional Learning team for technical support where needed
- 1.5 Process customer purchase orders including memberships and subscriptions, books and physical resources, online learning, and events registrations
- 1.6 Take customer feedback and feed information on to relevant teams
- 1.7 Distribute membership benefits, including *Every Child*, *RIPs* and *EDLs*

### 2 Renewals and Sales

- 2.1 Support the renewals process for Subscriptions and Membership, including contacting renewing and lapsed Members and ECA Learning Hub subscribers to encourage renewals and gain feedback
- 2.2 Support Business Development and sales team in renewal and retention processes, as directed.
- 2.3 Collaborate with Marketing team to support campaigns to bring in new Learning Hub subscriptions, Publication subscriptions, and Membership.

### 3 Warehouse, Inventory, and Shipping Logistics

- 3.1 Coordinate the Packing Room and Warehouse, to ensure stock is sourced to meet organisational requirements, minimise out of stocks, and ensure stock levels are not excessive
- 3.2 Ensure packing/postage supplies are available as needed, and sourced at best cost price per unit
- 3.3 Ensure packing and despatch of orders (and other deliverables) are processed and despatched within 2 business days of stock being available
- 3.4 Approve job requests for third-party logistics partners, such as Canberra Mailing, to distribute ECA Quarterly Subscription publications
- 3.5 Maintain inventory control processes, warehousing systems, and storage plans, ensuring scheduled stocktakes are completed on accurately and on time
- 3.6 Regularly review postage/freight options to reduce business costs
- 3.7 Work with the Professional Learning and Marketing teams to ensure high-quality, relevant, and up-to-date resources are stocked, and older or slow-moving products are run out to ensure positive ROI.
- 3.8 Source potential new products to stock and review publications and products sent to us for stocking, and negotiate and liaise with publishers as required
- 3.9 Ensure return to sender mail is processed within 7 days by proactively contacting the addressee
- 3.10 Receive goods from couriers and transport companies

### 4 CRM

- 4.1 Ensure CRM is utilised according to organisational policies, procedures and processes
- 4.2 Ensure data in CRM is of the highest quality and updated and maintained as a priority

## **5 Finance and Reporting**

- 5.1 Ensure invoices, purchase orders, refunds and bills are approved and processed in a timely fashion
- 5.2 Approve refunds/credits where they comply within ECA's terms and conditions and returns policies, and escalate as needed

## **6 Retail Exhibition**

- 6.1 Represent ECA at Conference Stands and Events, if required.

## **7 Quality and Safety**

- 7.1 Ensure and maintain a clean and safe working environment.

## **8 Administration**

- 8.1 Investigate and process missing/damaged item claims
- 8.2 Provide reception support
- 8.3 Support stocktake process, working closely with finance team
- 8.4 Mail sorting and distribution

## **9 Other duties as required**

## Selection Criteria

### Required

1. Demonstrated experience in customer service.
2. Demonstrated understanding of the early childhood education sector.
3. Demonstrated ability to engage with diverse stakeholders – excellent interpersonal and communication skills including phone manner, writing skills, diplomacy, negotiating skills and client management.
4. Self-directed and highly motivated with the ability to exercise judgment and initiative, set priorities, manage time, work on different projects concurrently, and monitor workflow - with limited direction.
5. Demonstrated experience using a customer relationship management system (CRM), ideally Salesforce, including produce meaningful and insightful reports.
6. Demonstrated experience and proficiency in Microsoft Office, including Excel, with high attention to detail and accuracy and experience problem solving, and making evidence-based decisions.
7. Demonstrated experience working and collaborating effectively in a small team environment and across teams.
8. Working knowledge of Safe Manual handling practices and WHS principles.
9. Ability to work outside standard hours and travel interstate if required.

### Desirable

1. Experience in accounting platforms

People with a disability, LGBTQI+ community members and Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply. ECA is strongly committed to Equal Employment Opportunities and workplace diversity.

## General Conditions of Employment

- The salary for this role is Level 2 of the ECA Enterprise Agreement. Salary packaging is available.
- The role is a full-time position, 75 hours per fortnight.
- The role is based in ECA National Office, Canberra.