



## Contact Centre Officer

- **Full-Time – 6 month fixed term Parental Leave contract**
- **Western Sydney Location - Glendenning**
- **Attractive salary packaging benefits**

Disability Services Australia (**DSA**) is an outstanding provider of disability services to over 2000 customers with a disability. **DSA** is committed to the international human rights framework and fully supports the implementation of personalised services.

**DSA** consistently ranks highly in our annual Employee Opinion Survey – achieving “Gold Standard” status as an Employer of Choice when benchmarked against a broad range of Australian employers. Interaction with people we support; Teamwork and Fellow staff are rated by our employees as some of the best things about working for **DSA**.

### ***About the position...***

**DSA** is looking for a committed and organised person who is able to contribute to the development and success of **DSA**'s services.

### **Reporting to the Customer Connections Manager your focus will be:**

- Answering and re-directing incoming phone calls;
- Responding to website, emails and social media enquires in a timely manner;
- Providing information about **DSA** services and support options;
- Supporting people with a disability to determine what assistance they may require from **DSA**;
- Coordinating team calendars;
- Provide a professional and courteous reception service.

### **To be successful, you will need and be able to demonstrate:**

- Experience in administration or reception support;
- Experience in operating Microsoft Office programs (eg Word, Excel, Outlook);
- Excellent communication skills (verbal and written);
- Excellent customer service skills;
- High level organisational skills and attention to detail;
- Previous experience working in the community/disability sector would be an advantage

To work at **DSA**, the successful applicant must undergo a **Police Record Check** and provide a **Working with Children Check (WWCC)** verification number issued by the Commission for Children and Young People. For more information on how to apply for the clearance, please visit the Commission for Children and Young People Website: <https://check.kids.nsw.gov.au/>

**DSA** is an EEO employer with a diverse workforce. We encourage applications from all members of the community, including people from indigenous, linguistically and culturally diverse backgrounds and mature aged people.

To apply, please forward your resume to [recruitment@dsa.org.au](mailto:recruitment@dsa.org.au) or for further information call Sue Huxtable Jones on 1300 372 121. As a high volume of applications are anticipated, only successful candidates, progressing to interview stage, will be contacted.