

# Position Description:

## Engagement Officer

<b>Reports to</b>	Engagement and Marketing Manager	<b>Location</b>	Sydney
<b>Direct reports</b>	N/A	<b>Hours</b>	0.6 FTE
<b>Award</b>	SCHADS Level 2	<b>Date prepared</b>	July 2023

### About Freedom Solutions

Freedom Solutions Australia operates across NSW and Victoria. It is a volunteer-based, not for profit organisation providing assistive technology solutions and occupational therapy services for people living with disability and older people. For over 40 years we have been a valued stakeholder in the disability services sector, enabling our clients to achieve their goals through the:

- Design and construction of custom assistive technology otherwise commercially unavailable;
- Modification of commercially available equipment to suit clients' individual needs;
- Freedom Wheels customised Bike Service; and
- Provision of specialised technical advice to clients.

### Our Mission

Freedom Solutions changes the lives of people living with a disability by providing personalised technology, equipment and services.

### Our Values

**Innovation:** We inherently push the boundaries of assistive technology, developing life- changing solutions through our commitment to innovation.

**Financial Sustainability:** We are committed to financial sustainability through responsible financial management and revenue growth.

**Collaboration:** We recognise our success is built on cross-functional teamwork. We believe results only come through effective collaboration.

**Customer Centred:** We are committed to a positive client experience at every stage. We achieve this through quality products and services and through continuous improvement.

**Integrity:** We act honestly and ethically. Through integrity we build strong relationships with clients and volunteers, ensure quality, and promote a positive workplace culture.

## Position Purpose

The Engagement Officer provides customer service and administrative support for Freedom Solutions NSW and Victorian office and staff group, representing the organization by providing service to our clients, staff and volunteers. This role is integral to ensuring our clients' access to services is streamlined and welcoming, providing consistently friendly, non-judgmental and confidential assistance.

## Key accountabilities

### Customer Service

- Register service requests on the Freedom Solutions database and follow up with client and/or their support team to ensure relevant information is captured on the database.
- Assistant with incoming calls and reception duties
- Manage all incoming and outgoing mail and courier deliveries.
- Process incoming donations from donors and update all information on Salesforce.
- Support Freedom Solutions by liaising with volunteers to organize courier runs of products where needed.
- Support Freedom Wheels by following up with clients once they have received quotes
- Support Freedom Wheels with ad hoc customer service duties
- Complete phone surveys and customer service calls with our communities including, referrers, clients, volunteers and donors.
- Update payment details on Salesforce database and issue receipts
- At times there will be other general admin work that is required to be undertaken to ensure all donations are promptly processed

### Engagement Support

- Build rapport with volunteers and assist with their enquiries.
- Build rapport with donors through calls, emails and letters.
- Organise events for volunteers and donors from time to time including both physical and online.
- Assist with ensuring volunteer have their WWCC and NDIS screening check up to date.
- Provide support with the planning and execution of staff events, including catering and bookings.
- General administrative duties as required to support the engagement and marketing team.

## Qualifications and experience

- High level of attention to detail
- Exceptional verbal communication, able to warmly welcome and interact with clients.
- Excellent time management- ability to prioritise workloads, conflicting tasks and deadlines.
- Project Coordination.
- General administration, customer service and reception skills.
- Proficient computer and data entry skills with great attention to detail and high levels of accuracy
- Proficient with Microsoft Office suite

### Personal Attributes

- Enthusiastic self-starter, uses initiative and able to work autonomously
- Extremely motivated and passionate about making a positive difference in our community
- Is approachable and engaging with highly developed interpersonal skills and an excellent phone manner
- Able to build and maintain positive relationships in a busy and dynamic professional environment
- Ability to show empathy, patience and a non-judgmental attitude
- Able to communicate clearly to clients, staff and volunteers
- Able to work collaboratively with the team, a sense of team spirit
- Flexible, able to quickly adapt to any changes or urgent issue that arise
- Able to maintain confidentiality

## Equal Opportunity

Freedom Solutions is an equal opportunity employer; values diversity and encourages applications from indigenous people, people with disabilities and people from culturally and linguistically diverse backgrounds.

## Acceptance

This position description is subject to review and may change in accordance with the needs of Freedom Solutions, its operations and its clients.

I have read this document and agree to undertake the duties and responsibilities listed above. I acknowledge that additional or other duties and responsibilities may be allocated to me.

## Authorisation

A handwritten signature in black ink, appearing to read "Scott Miller", with a horizontal line underneath it.

**Name**

**Scott Miller**

Title:

Chief Executive

Date:

September 2023