



Client Support Officer Position Description

Reports to:	Head of Product and Technology
Engagement:	5 days
Location:	North Sydney

Overview

Good2Give requires a highly competent self-starter to join our growing client service team as a Client Support Officer. Clients include many corporates and thousands of their employees, for whom we grant funds to around 1200 charities across Australia and New Zealand each month via Workplace Giving programs. Workplace Giving is a significant growth area for us having recently invested significantly to build a state-of-the-art online platform, Good2Give (<http://www.good2give.ngo>) to enable employees to give easily to charities they care about. Experience with large corporate client servicing, financial software, and an interest in technology will be highly regarded. You will be a key part of the Good2Give team of 24 (16 based in Sydney), and excited by the opportunities that lie ahead in this developing sector.

Under general supervision, the Client Support Officer provides support to internal and external clients who contact Good2Give concerning payroll practices, software operations and other technical and non-technical issues.

Position Responsibilities

- Provide Good2Give product support to clients, trouble-shooting where necessary
- Train Payroll Managers, over the phone and face to face on how to use Good2Give's Workplace Giving Platform
- Provide significant support to Client Relations Managers to implement Good2Give into new clients and manage any issues that may arise with existing clients and charities, which may require face-to-face prospect/client visits, running webinars, etc
- Overall responsibility for the back end administration of Workplace Giving donations ensuring that donations are distributed to charities accurately and in a timely manner. This will involve working as part of a team of Client Support Officers who undertake the following tasks:
 - Updating and confirming payroll deductions
 - Assisting with donor, client and employee enquiries regarding donations
 - Ensuring that funds received tie back with the payroll listing submitted by payroll
 - Maintain customer service levels according to Good2Give standards
- Provide prompt, courteous service to all external and internal clients to ensure services are delivered effectively and efficiently.
- Ensure business processes and procedures are documented and improved as required
- Assist with special projects as assigned

Requirements and Attributes

- Minimum five years' experience (with two years' in a similar product or client support role)
- Experience or understanding of payroll desirable
- Experience with financial software desirable
- Excellent written and verbal English communication skills

- Highly organised
- Customer service minded
- Excellent numerical/analytical skills
- Database management and accounts experience
- Attention to detail
- Strong administrative skills
- Ability to liaise with a range of stakeholders
- Ability to work under pressure and organise priorities to meet deadlines
- High level of initiative and enthusiasm, a real self-starter
- Process and outcome driven
- Ability to work autonomously but also as part of a team
- High level of competence with Microsoft Outlook, Word, Excel and PowerPoint
- Interest in the charitable sector