

# Member Services Officer



- Generous Salary Packaging
- East Perth location
- 6-month contract

*Gumala Aboriginal Corporation (GAC) works to alleviate poverty and promote self-determination for the Banjima, Yinhawangka and Nyiyaparli people of the Pilbara region in Western Australia.*

As an MSO, you will work within a small team to support our Members based mainly in remote parts of WA. MSOs are the point of contact for Member enquiries, providing informed and reliable support and information about programs and benefits. The role is highly customer-service focused, with an emphasis on problem-solving and communication, as well as accurate data entry and general administration. Our ideal candidate will be a reliable team player with a mature approach to the workplace.

## **Key responsibilities include:**

- Accepting and processing Member applications, by email and in person
- Advising Members of program balances, contacting suppliers for goods and services
- Updating Member information on our internal database
- Arranging travel and accommodation

## **To be considered for this position, you will have:**

- Personal resilience and the ability to manage stressful situations
- A commitment to punctuality and attendance.
- Exceptional communication skills, both written and verbal
- Exceptional time management and problem-solving skills
- High attention to detail and strong organisational skills
- A commitment to delivering excellent customer service, both face to face and over the phone
- Intermediate computer skills, including proficiency in MS Office suite

**To apply for this job: Please send your résumé and a covering letter outlining your suitability for the role to [gacjobs@gumala.com.au](mailto:gacjobs@gumala.com.au)**

Previous experience working in an Indigenous organisation will be highly regarded.

Aboriginal and Torres Strait Islander are encouraged to apply.  
This position is being readvertised. Previous applicants need not reapply.

Short-listing will begin immediately and Gumala reserves the right to close this position at any time.

[www.gumala.com.au](http://www.gumala.com.au)