

# MEMBER SERVICES OFFICER

- \* \$55,000 p.a.
- \* Attractive Salary Packaging
- \* 12-month fixed term contract with possibility of extension
- \* East Perth location

*Gumala Aboriginal Corporation (GAC) is one of Australia's largest Indigenous organisations, working to alleviate poverty and promote self-determination for the Banyjima, Innawonga and Niyaparli people of the Pilbara region in Western Australia.*

The Member Services Officer is the point of contact for Member enquiries, providing informed and reliable support and information about programs and benefits; and processing applications for those programs. This variety-filled role contributes to the effective and efficient day to day operations of the Corporation. It is highly customer-service focused, with an emphasis on problem solving and communication, goods and services procurement, accurate data entry and general administration.

To be successful in this position you will have:

- Exceptional communication skills, both written and verbal
- A strong commitment to customer service
- Personal resilience and the ability to manage stressful situations
- Exceptional time management and problem solving skills
- Attention to detail
- Intermediate computer skills, including proficiency in Microsoft Excel
- Previous experience working in a high volume inbound contact centre environment
- Data entry experience

**Preference will be given to suitably qualified and experienced Aboriginal and Torres Strait islander people in line with Gumala's desire to increase workforce diversity and Aboriginal representation.**

**This is a pool recruitment and applicants may be considered for future vacancies**

**Applicants must submit a covering letter detailing how they meet the requirements of the role; and a current resume. To request a copy of the position description, please email: [jobs@gumala.com.au](mailto:jobs@gumala.com.au)**  
Applications should be emailed to: [jobs@gumala.com.au](mailto:jobs@gumala.com.au) Please note that only shortlisted applicants will be contacted.

**GUMALA**  
ABORIGINAL CORPORATION