



Change GPS Pty Ltd

Date of last amendment: 16/05/2022

Operations Coordinator

As Operations Coordinator, your role will be providing essential support to the management team through strong teamwork and outstanding client service. The role entails the ability to multitask, initiate improvements and see them through to completion, provide quality administrative support across a variety of business unit activities, which will include support tickets, preparing marketing materials and maintaining internal processes. Your duties may also extend to undertake additional tasks and ad hoc support from time to time.

Performance indicators

S.no	Performance indicator	Measurement of performance indicator	Assessment period
1	Office Administration	Ensure that all assigned day to day tasks are coordinated and conducted effectively within the expected time frame. Ensure the smooth running of the office, including responding to a range of customer enquiries, booking appointments, liaising with staff, communicating with new and existing range of clients and assisting on varied team projects.	3 months
2	Low-Level Customer Support	Work closely with Product Manager and Head of Operations to action and service ticket requests.	3 months
3	Communication Skills	Communicate ideas on complex and sensitive issues clearly in writing, selecting language, tone and format to suit target recipients. Speaks in a clear succinct manner and tailor's language to suit target audience. Achieves agreement in ways which enable achievement of common goals and retention of goodwill.	3 months
4	Manage and solve complaints or problems that arise from clients	Quickly and efficiently respond to client complaints or problems in a timely fashion	3 months

Other roles and responsibilities

- Support the Head of Operations and Product Manager with member support tickets and reporting
- Deal with queries from the public, staff and members
- Provide general administrative and management of multiple mailboxes
- Assisting with the management of daily operational activities
- Other ad-hoc activities as directed by management
- Identifying and resolving any problems in the Sales to support internal process
- Assist Marketing Manager with event management and marketing material preparation
- Documenting and auditing internal processes for all departments

Previous experience

- Adequate knowledge and experience supporting management in a corporate environment in a client relationship / account management role
- Proficient in Microsoft Suite and cloud technology businesses
- A sound understanding of current trends and consumer requirements
- Ability to multi-task and work under pressure
- Good time management, prioritisation, and multitasking abilities
- Excellent interpersonal skills to build strong relationships with colleagues
- Effective communication, including speaking, writing and active listening
- Able to give and receive feedback and constructive criticism from a variety of channels
- Excellent strategic planning and problem-solving skill
- Excellent interpersonal/telephone/online video meeting skills and intuition
- Aptitude to learn new software apps/updates and to communicate those clearly to clients
- A systematic approach to account management processes with attention to detail

Education

- Certificate 4 in Business Administration or equivalent