



## Bookings and customer support officer

Status: Casual (16.5 hours a week)  
Work Hours: 9:30am – 3:30pm Tuesday - Thursday  
Location: 12/ 212 Curtin Avenue West, Eagle Farm 4009  
Date: May 2018 – October 2018, with potential for extension  
Hourly Rate: \$28.11

### About Us

NAQ Nutrition, the Queensland division of Nutrition Australia is a non-government, non-profit, community based-organisation. NAQ Nutrition has over 20 years experience, which focuses on developing and delivering community nutrition education by a team of nutritionists, dietitians and business support staff.

### About the role

Our customer service and administration team play a key role in fostering and maintaining our excellent customer relationships and ensuring the smooth delivery of services.

Key accountabilities include:

- Fielding and responding to customer enquiries
- Providing quotes to customers within agreed parameters.
- Taking and coordinating customer bookings and coordinating venue bookings
- Assisting customers to use our online systems and troubleshooting IT problems.
- Working with other members of the NAQ Nutrition team to ensure the smooth delivery of services.

### Key Position requirements:

- Ability to work effectively and efficiently within a team environment and autonomously.
- A strong customer service approach including initiative to follow up on customer enquiries and problem solve issues.
- Good computer skills and the ability to learn to use new software and computer systems proficiently.
- Excellent email and phone communication skills.
- Excellent organisation skills and attention to detail.

### Applications

To apply, email your CV and a one page cover letter to Amelia Webster [awebster@naqld.org](mailto:awebster@naqld.org).

Applications close 12<sup>th</sup> May 2018.

Only shortlisted candidates will be contacted.