



# Victorian Tamil Community Centre (VTCC)

விக்ரோறியா தமிழ்க் கலாசார நிலையம்

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40 - 44 Lonsdale Street, Dandenong, Vic 3175

## Position Description

**Position: Customer Service Officer**

**Hours:** Part time - Casual

### About the Role

We are currently seeking an energetic and reliable customer service officer for sales, sales support, event bookings and event coordination.

### Duties & Responsibilities will include but not be limited to:

- Response to customer inquiries over the phone, email and social media
- Sales and customer service
- Provide general after sales support to the team
- Track, maintain and manage booking and sales data in the booking management system
- Preparation of pricing quotations and invoicing
- Liaise with other team members to coordinate event bookings and event management
- Day to day administration activities
- Providing monthly reports to management

### Skills & Experience

- Previous experience in a similar role preferred
- Excellent communication and organisational skills
- Knowledge of Microsoft Excel, Microsoft Word and Office 365
- Customer focused
- Ability to work independently in a trustworthy manner
- Professional and helpful
- Flexible and able to adapt to constant change
- Personal commitment to a safe workplace
- Always display a high level of confidentiality
- Experience in customer service and sales administration
- Highly responsible & reliable

To apply please send your resume to "[contact@vta.org.au](mailto:contact@vta.org.au)"

**Note: Only successful applicants will be contacted**