

CUSTOMER SERVICE / PRIVATE TUITION OFFICER

THE ORGANISATION

The Association of the Alliance Française of Victoria, founded in 1890, trading as the Alliance Française de Melbourne, enjoys the status of a Company Limited by Guarantee. Its aims and purposes are, in the main, to promote French Language and Culture in Australia. The association has no political, religious or racial orientation, it is non-profit and of a benevolent nature. The organisation consists of a Board, a Director, a Deputy Director, Administrative and Teaching Staff, ordinary Members and Students. The Alliance Française de Melbourne is an equal opportunity employer.

JOB DESCRIPTION

JOB TITLE: Customer Service / Private tuition Officer

TERM OF EMPLOYMENT: Casual

Position available immediately

Must have the right to live and work permanently in Australia

JOB FUNCTIONS

The position of Customer Service / Private tuition Officer involves all responsibilities relating to Reception desk, with physical reception services, switchboard operations as well as enrolment processing, secretarial and library duties. This position also requires the candidate to act as back-up to the Private-tuition / School workshop department. The successful candidate will be committed to the end-to-end follow through of their tasks and the satisfactory completion of their duties. It is a position of trust, requiring the ability to work both in a team environment and autonomously. It is mandatory that the applicant be fluent in English and have a good working knowledge of French. Also required is the ability to use Microsoft Office including Outlook. Flexibility is essential during busy periods and when colleagues are absent and/or on holiday.

The job is demanding and requires excellent organisational and telephone skills, initiative, efficiency, even-temperament and a commitment to the aims and purpose of our organisation.

The successful applicant must be available to work at both of our locations, in St Kilda and in the CBD, and must have the right to live and work in Australia permanently.

CUSTOMER SERVICE

- Front desk and switchboard duties;
- Assist students, members and the general public with queries;
- Inform prospective students of courses and activities;
- Process enrolments;
- Record students' payments,
- Handle requests for translation and liaise with accredited translators;
- Retrieve email messages and manage electronic correspondence;
- Sell and record sales of tickets for cultural events;
- Help with library requests;
- Perform inventory of textbooks for sale, follow-up stock levels,
- Organise correspondence relative to credits and refunds;

- Perform other duties as required;
- Maintain a welcoming, tidy environment;
- For shifts at the CBD: spot cleaning of our city location will be required throughout the day. This could include: cleaning whiteboards, tables and vacuuming.
- Report to the Head of Reception, the Director and to the school management.

PRIVATE TUITION AND SCHOOL WORKSHOP

- Process students and schools' applications for private tuition and workshops,
- Deal with requests in a timely manner and communicate openly and efficiently on the status of requests with Reception and Education Department,
- Liaise with customers and teachers to schedule private tuition,
- Invoice and process payments, follow long—term customers' accounts,
- Allocate rooms according to availability and update the daily register of classes,
- Prepare a report on teachers' hours worked for fortnightly wages;
- Ensure lessons are correctly coded for accounting purposes;
- Analyse and provide reports about statistics as required (age group/location/sales etc).
- Develop long-term working relationships with clients and other stakeholders.

Application deadline: Wednesday 4 April 2018

Remuneration based on experience and qualifications

Please send resume and cover letter **by email only** (no phone calls) at: headreception@afmelbourne.com.au

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