



POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Data Support Assistant (Spread Sheet Wiz)
FTE: Casual (initially 10 hrs /week)	
Location:	Central Victoria Solar City office, Castlemaine
Reports to:	Operations Manager

PRIMARY OBJECTIVE

To manage the import, export, distribution and record keeping of electronic files (spreadsheets) generated from the Customer Relations Management Database (CRM).

ORGANISATIONAL ENVIRONMENT

Central Victoria Solar City is part of the Australian Government's Solar Cities Program, a project trialing sustainable energy solutions and generating ideas about better ways to manage our energy.

The Central Victoria Solar City project officially launched in November 2009 with the opening of two 300kW Solar Parks in Bendigo and Ballarat. The project has now begun rolling out its seven Local Energy Solutions packages across the 14 Central Victorian municipalities involved in the project.

The seven packages being offered are:

Home Energy Assessments: Identify ways you can reduce your energy use around the home.

Retrofit: Improve existing household fixtures and fittings to reduce your energy use.

Smart Rates: Outsmart your electricity bills by trialling one of Origin's two exclusive new pricing options available with its Central Victoria Solar City Energy Plan for electricity.

Solar Hot Water: Generate your own hot water with a solar hot water system and help combat climate change.

Household Solar Electric: Generate your own electricity at home.

Solar Park: Be a leader in the Bendigo and Ballarat regions by showing your support for locally generated, large scale solar power.

Combination: Access a combination of our products and services to maximize the energy efficiency benefits available through the Central Victoria Solar City trial.



ROLE

The successful applicant will be provided training on our CRM database and business systems. You will work alongside the Sales and Operations Managers to create and dispatch order lists which move participants through the process of ordering their individual packages, metering installations and bonus payments etc.

Client Relationship Manager (CRM) Database duties:

- Checking participants in each step of the CRM and manage the exporting of spreadsheets
- Distributing these spreadsheets to the relevant parties to order packages and equipment
- Receiving back confirmations of delivery from the third parties
- Updating the CRM with these responses and moving participants along the CRM process
- Storing and maintain trial participant files to ensure accurate record keeping and seamless administration

Occasional Duties

- Log customer care issues on the Customer Care database
- Attend regular staff and operational meetings
- Attend Client Relationship Manager database training as required

Occupational Health and Safety

- Abide by all Central Victoria Solar City OHS policies and procedures

Risk Management

- Maintain an awareness of risks relevant to your area of responsibility and implement effective risk management practices.
- Communicate and escalate significant risks to the Operations Manager.

REMUNERATION

An hourly rate commensurate with applicant's skills will be offered to the successful applicant. Please contact the Operations Manager on 5479 1900 for an indication of the hourly rate on offer.

KEY COMMUNICATIONS

- You will work consistently with the Operations Manager to keep abreast of product and service updates and changes.
- Externally, you will be in contact with the relevant parties data managers to send and receive product/service orders.



KEY SELECTION CRITERIA – Please address these directly in your application. Failure to address the Key Selection Criteria will mean that your application will not be considered.

- Demonstrated ability to operate Microsoft Excel and Outlook
- Ability to manage electronic files
- Demonstrated organisation skills
- Attention to detail
- Demonstrated ability to work as part of a close knit team

KNOWLEDGE, SKILLS AND EXPERIENCE

Work Experience

- Working in a fast paced office environment
- Working to deadlines
- Managing electronic files and spreadsheets

IT Skills

- Experience using a Client Relationship Manager database (optional)
- Proficient with all Microsoft Office Applications
- Excellent working knowledge of Microsoft Excel and Outlook

Service Excellence

- Aim to meet Key Performance Indicators
- Set high personal standards
- Strive to deliver outcomes in a timely manner
- Identify and propose practical solutions to problems and gaps in information
- Implement and adjust solutions endorsed by the Operations Manager
- Pay attention to detail

Written and Verbal Communication

- Ensure written communications contain the necessary information to achieve their purpose
- Adapt communication style to suit different requirements
- Speak clearly and concisely in a friendly manner

Interpersonal Skills

- Polite and considerate in dealing with others
- Skilled at reading mood and temperament
- Enjoy working as part of a team

Personal Attributes

- Community minded
- Enthusiastic and committed
- Proactive and self-starting
- Inspires trust by treating all individuals with respect

Revised Date: 8th August 2010