

POSITION DESCRIPTION

Database Updater (work from home)

EFT:	Part time flexible (between 3-5 days per week)
Portfolio:	Service Directory
Reports to:	Service Directory Manager

About Infoxchange

Infoxchange is a not-for-profit social enterprise that has delivered technology for social justice for 30 years. With over 130 staff across Australia and New Zealand we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve family violence, homelessness, mental health and issues facing people with disabilities, the elderly, Aboriginal, Torres Strait Islander, Maori and Pasifika communities.

Our products and services are used by 8,800 organisations across the community sector. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide case management and service coordination systems to IT services and advice for individual organisations.

Our community programs focus on digital inclusion – using technology to improve the lives of people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up to create Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

The integration brings together 150 staff members working to support more than 30,000 not-for-profits and over 2 million people in need each year across Australia and New Zealand.

Connecting Up has become a subsidiary of Infoxchange and will continue to trade as TechSoup New Zealand to serve the not-for-profit sector in New Zealand.

About the role

Database updaters at Infoxchange play a vital role in ensuring our service directory of 370,000+ health and welfare services are maintained and updated to help people in need connect to support services.

You will gather information about services and update the service directory database by contacting service providers via email and phone, as well as by responding to information shared through web forms.

Offered as a work from home role, the successful candidate will be able to select their work hours during business hours, Monday to Friday. These flexible work arrangements are designed to support the team to fulfil their role in a flexible, part-time capacity.

Key working relationships

Internal

- » Service Directory – Service Seeker
- » Database updating team

External

- » Community, government & private organisations

Key duties and responsibilities

- » Professionally gather information about health and welfare services through phone calls with service providers, email and other communication methods.
- » Add and update service directory listings into Infoxchange's service directory database
- » Adhere to style and tone guidelines to maintain data quality
- » Meet weekly updating performance goals
- » Participate in training and team meetings
- » Proudly represent the work of Infoxchange

Key selection criteria

To succeed in this role at Infoxchange, you will be / have:

1. Warm, personable and helpful
2. Confident and clear communication skills
3. Strong customer service skills and professional phone manner
4. Strong written English skills
5. Effective listening and logical abilities to summarise information in writing
6. Outstanding time management and administrative abilities with a keen attention to detail
7. Proficiency in the use of Windows and associated applications
8. The ability to work to targets as a team
9. High levels of self-motivation
10. Fluent in English
11. Reliable, high speed internet and phone connection
12. Safe working from home environment with a designated work area.
13. Experience working in a call centre or a library is highly regarded.

14. Aboriginal and Torres Strait Islander people are strongly encouraged to apply

Employment conditions

- » This is a work from home role to be performed within business hours, Monday to Friday.
- » You will be required to travel to Infoxchange's Melbourne office for meetings infrequently
- » Friendly, supportive and inclusive work environment.
- » Terms and conditions as per employment contract.
- » Standard hours as per contract, with some flexibility required.
- » Must complete a criminal records check.