

## Operations Support Officer

CarbonTRACK is seeking an experienced, technically minded and customer focused Operations Support Officer. The successful applicant will have a customer centric approach to operations support, a keen focus on being the front line team member for all operational contact and helping drive operational efficiencies.

At carbonTRACK, we are changing the way people use and understand energy. We envision a world where energy is consumed sustainably, shared fairly, and empowers all people.

Our energy management hub, coupled with our app are enabling people to take control of their sustainability profile, through monitoring, control and home automation.

### THE ROLE

The Operations Support Officer is a highly valued member of the Operations Department, working alongside a number of Operations Engineers and providing the key link between carbonTRACK and our customers! The main duties include, but are not limited to the following:

- First point of contact for all incoming telephone calls
- Distributor, customer and installer platform trainer
- Supporting the wider Operations team in delivering on all deliverables
- Data base maintenance
- Scheduling of installations – Australia wide
- Sourcing installers – Australia wide
- QA on all installations carried out – in conjunction with Operations Engineers
- Inventory management
- 3PL management
- Internal sales

### SKILLS & EXPERIENCE

- Min 8+ years in a similar role (Customer Service, Operations Admin etc.)
- Exposure to a technical environment
- Ability to work within a fast paced environment
- High attention to detail
- Computer literate - intermediate
- Highly developed phone manner

## OTHER ATTRIBUTES

- Ability to communicate effectively with a number of stakeholders i.e. Management, installers and customers
- Great Attention to detail
- Ability to work autonomously or part of team
- Must have a can-do attitude and work effectively in a fast paced Operations team
- The ability to plan, time manage and prioritise tasks is a must!

This is a full time position working within a prime central Hawthorn location, within walking distance to public transport.

Remuneration is based on how closely the above criteria is met.

If you meet the above criteria please send you CV and cover letter to [careers@carbontrack.com.au](mailto:careers@carbontrack.com.au) as one document or apply online through seek.

Note: All applicants must be legally entitled to work within Australia with full working rights.

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