



POSITION DESCRIPTION

Position Title: Member Service Centre (MSC) Organiser/s

Position Location: Sydney, NSW

Employment Status: Fulltime/Ongoing, subject to 6 months probation

Classification & Salary: MSC Organiser 1.1, \$73,349 per annum + 15.4% superannuation

Conditions of employment:

- flexible work practices and access to accrued days off
- best practice leave provisions including paid primary carer leave (26 weeks) and supporting partner leave (six weeks); and paid family violence leave 20 days (pro rata) per annum (non-cumulative)
- employer super contributions on paid or unpaid parental leave for a period equal to a maximum of 52 weeks
- a comprehensive Employee Assistance Program
- a strong commitment to training and development
- health and well being initiatives
- salary sacrificing

Position reports to: Director of MSC & Team Leader

Positions reporting to this position are: Nil

Community and Public Sector Union - CPSU (PSU Group)

The CPSU is an active and progressive union representing workers in the Australian Public Service, the ACT and Northern Territory public service, the telecommunication sector, call centres, employment services and broadcasting. The CPSU supports a strong, independent public sector and the essential services it provides to the community. We believe every worker deserves dignity and respect, a safe workplace, decent pay and conditions, rights at work and a balanced working life.

As an employer we offer family friendly conditions and leave entitlements, 15.4% superannuation, and access to health and wellbeing initiatives. Our friendly staff are passionate about the work they do and committed to union values, helping others, and making a positive contribution to society. Working with the CPSU means you will work side by side with other union members to make our workplaces and communities fairer.

Overview of Position

The primary function of this role is to provide information, support, advice and representation to members on issues that affect their working lives. The MSC Telephone Organiser operates in a very dynamic, complex and constantly changing environment requiring flexibility and openness to new ideas and approaches.

The MSC Telephone Organiser is an entry-level position with potential career development to a workplace organising role. A comprehensive training program is provided.

The position will report to the Director of the MSC and the Team Leader and will be focused on meeting key union objectives of:

- helping members achieve fairness at work, job security, and the best possible pay and decent conditions
- being a union that most employees want to join
- promoting our members' issues in the public and political arena

Is this you?

- A passion for social justice and community campaigning or experience with progressive organisations or social justice causes.
- An ability and confidence to inspire, engage, develop and lead people to take action through positive conversations.
- An understanding that your work will always focus on recruitment and retention and growing our Union.
- A strong eagerness to work with people from diverse backgrounds to make a difference.

The CPSU will provide support and development to the successful applicant.

SELECTION CRITERIA (Required skills, knowledge & ability)

Essential

- A commitment to union values and principles, helping others and making a contribution to society
- Committed to high service standards
- Demonstrated high-level communication skills
- Confident and enjoys dealing with people over the phone
- Capable of dealing with peak inbound phone call demands
- Ability to work as part of a team and independently
- Good record-keeping skills
- Demonstrated ability to use a PC and related commercial software packages, particularly Microsoft Word, Excel, and Outlook
- Experience working with a membership based relational database package

Desirable

- Experience as a union activist or delegate
- Involvement in union, community, student, environment or other campaigns/collective activities
- Previous experience processing payments and membership records over the phone
- Outbound calling experience, survey data collection
- Answering industrial inquiries and advising delegates and members
- Managing individual industrial cases such as Workers Compensation

Please submit your application by **COB Monday, 25 March 2019**.

HOW TO APPLY

You **must** complete the on-line Employment Application Questionnaire and address the Selection Criteria to be considered for this position.

Please visit our website at <https://cpsu.wufoo.com/forms/cpsu-employment-application/> to access the Employment Application Questionnaire.

The CPSU is an equal opportunity employer and actively encourages women, Aboriginal and Torres Strait Islanders, and people from culturally and linguistically diverse backgrounds to apply for position. Selection is merit based. Part time employment opportunities may be considered where suitable.

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