Technical & Customer Support Specialist (Full-Time)
Position Description

About Our Community

The Our Community group is a well-established, world-leading, award-winning social enterprise that provides advice, connections, training and easy-to-use tech tools for people and organisations working to build stronger communities.

Our partners in that work are not-for-profit organisations and social enterprises; government, philanthropic and corporate grantmakers; donors and volunteers; enlightened businesses; and other community builders.

Our vision centres on social inclusion and social equity. Our dream is that every Australian should be able to go out their front door and stroll or wheel to a community group that suits their interests, passions and needs - or log on and do the same.

We have an ambitious agenda; we're not constrained by bureaucracy or boundaries; we're not interested in internal politics or egos, just in contributing something useful to society. We have a flat management structure, and we don't want someone to be a cog in the wheel of a corporate system.

We want to help make it easy for people to join in, learn, celebrate, worship, plant trees, play a game, entertain and be entertained, care and be cared for, support others and be supported, advocate for rights and celebrate diversity. To get involved. To be valued.

About the role – SmartyGrants Support Specialist

SmartyGrants is an initiative of Our Community, a 21-year-old multi-award-winning social enterprise that is driven by a desire to play a part in creating stronger, more equitable and inclusive communities.

You will be working as part of a small team of people who are passionate about what we do and what we are building. One of the things we're doing is revolutionising the way the multi-billion-dollar grants industry works in Australia and overseas – that's where you come in.

We're seeking a skilled, enthusiastic and energetic professional to join our small but busy team to help us deliver first-rate software/technical support and customer service for funding organisations and their applicants. Experience with or knowledge of the grantmaking process is highly desirable, but not required.

The role will include phone and email-based customer support to users of SmartyGrants (our grantmaking administration software), educating users on how to use the system to best effect and administration tasks as required. Your tasks will vary day-to-day but everything we do is focused on making life easy for SmartyGrants users and keeping them up to date.

You'll get the opportunity to work in an ethical company with all the excitement and agility of a start-up without the headaches. We're built on solid foundations, we're sustainable and successful – but we've only just begun. We're not interested in just keeping things ticking along. We're builders and we're on a mission.

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Denis Moriarty AM
Group Managing Director
Carol Schwartz AO
Chair

What we need you to do

- Deliver software/technical support and customer service via phone and email through our customer support desk to users of SmartyGrants – a system that constantly evolves – from our headquarters in North Melbourne (or from home).
- Ensure that customers feel supported and valued by identifying and explaining solutions to real technical problems efficiently, accurately and empathetically.
- Contribute to the refinement of current customer service processes that account for different levels of technical skill, as well as variation in commitment and practice from grantmaking organisations.
- Apply basic web design (or be willing to learn how to apply basic web design) to customer applicant sites in a timely manner.
- Identify emerging knowledge and system gaps as a result of ongoing contact with grantmakers.
- Ensure feedback is passed on to aid system refinements. This occasionally involves logging bugs and improvements to be actioned by the SmartyGrants development team.
- Enhance SmartyGrants and Our Community's reputation by accepting ownership of issues and opportunities that arise and exploring ways to add value to job accomplishments.
- Test new features and carry out other administration tasks as required.

As with most jobs at Our Community, it's impossible to provide an exhaustive list of everything you'll be doing as part of this role. As our organisation and platforms evolve, you may need to evolve with them, or find other ways to plug the gaps.

If you like to stick closely to job descriptions or have a "not my job" mentality, this is probably not the role for you. On the other hand, if you're excited by challenges, willing to give most things a go and know how to fill your own knowledge gaps when the need arises, then this job will be a good fit.

Essential Knowledge, Skills & Experience

- Experience in software/technical support and/or customer service in a volunteer and/or professional setting.
- A demonstrated ability to articulate to, engage with and educate users of all ages, backgrounds and levels of technical skill.
- An interest in learning new technology and developing knowledge of the grantmaking process.
- Excellent written and verbal communication skills.
- A passion for delivering exceptional customer service (we want someone who likes talking to people, answering questions and helping people in a friendly and professional manner).
- Great listening skills and an ability to problem solve.
- An ability to operate independently with little direction to deliver quality work.
- Excellent literacy skills (we want someone who can keep internal documentation clear, concise and up to date).
- An exceptional track record for reliability and adaptability.
- Experience with Microsoft Office 365 (Outlook, Word, PowerPoint, Excel etc.).
- An ability to collaborate and work confidently in a supportive team environment.
- Exceptional organisation and time management skills.
- An ability to think flexibly and manage competing priorities/multiple tasks with ease.
- A belief in and commitment to our Manifesto.

Above all we want you to be a part of a unique environment where everyone contributes and worries less about official job descriptions and more about working together to get things done. We share our work, and we help each other when needed.

Highly desirable Knowledge, Skills & Experience

- Experience with or knowledge of the grantmaking process (either as a grant applicant or in a grantmaking environment).
- Knowledge of or experience with SmartyGrants or similar software as a service (SaaS) products.
- A commitment to excellence and a high attention to detail and accuracy.
- Well-developed Microsoft Excel skills.
- An aim to exceed expectations no matter the task at hand.
- A strong work ethic (we want someone who is committed to quality and continuous improvement).
- Knowledge of or experience with HyperText Markup Language (HTML) and Cascading Style Sheets (CSS).
- A keen interest in the not-for-profit sector and/or grantmaking.
- Experience with help desk systems such as Zendesk or Kayako.
- A natural collaborator who enjoys interacting with a broad range of customers and users.
- A "can do" attitude (you'll enjoy using your initiative and judgement to problem solve).
- Ability to 'think on your feet' and be solution focused and unflappable under pressure.
- Experience with customer relationship management (CRM) products such as Salesforce.

Other relevant information

The nature of this role is quite varied. We know our strength comes from the diversity of our people, so we want people with different experiences and backgrounds to apply.

The SmartyGrants Support Specialist role reports to the Support and Training Team Leader, Max Penno and is part of a team that currently comprises 7 people.

Our organisation is one that is as supportive and socially conscious as it is agile and explorative. Our DNA of commercial mind and social heart captures who we are at our core. We have a great working atmosphere with an inclusive, fun work culture. Our team is full of highly collaborative, diverse people with awesome skills.

This position is a full-time office-based role with partially structured/partially flexible work hours (standard business hours are 9am to 5pm Monday to Friday). When you're on the support desk, you'll be expected to work either 8am to 4pm or 10am to 6pm. It's a demanding role but will be extremely fulfilling if you love helping people find solutions to their problems.

In line with Victoria being the first place in the world to move to 8 hours work, 8 hours rest, and 8 hours sleep, we at Our Community are spearheading the movement to transition staff to 4 days of work and 3 days of leisure a week. We have established a taskforce to investigate and develop a trial 4-day work week (pay for 5 days). We want to identify opportunities to deliver 100% of the work at 80% of the time improving mental health, reducing stress and maintaining team cohesion.

Our Community is located at 552 Victoria Street (corner of Curzon Street and Victoria Street), Wurundjeri Country, North Melbourne. We work in a modern, bright, art-filled, open plan office and operate in a fairly informal manner (you don't have to dress up). We usually share our office with Betsy and Holly, our office dogs.

The successful candidate

- Must be an Australian citizen, permanent resident or hold a valid work permit or visa.
- Will be required to undertake a police check.
- Must be fully vaccinated against COVID-19, or able to provide evidence of medical ineligibility.
- Will be subject to a probationary period of three (3) months.

How to apply:

Applications will only be accepted through our online application form (applications received by other means will not be considered). Apply at: https://ourcommunity.smartygrants.com.au/support

Applications close: when the position is filled

Questions can be directed to: maxp@ourcommunity.com.au (Max Penno)