

# Member Services Officer



- Generous Salary Packaging
- East Perth location
- 6-month Full Time contract with possible extension

*Gumala Aboriginal Corporation (GAC) works to alleviate poverty and promote self-determination for the Banjima, Yinhawangka and Nyiyaparli people of the Pilbara region in Western Australia.*

Our Member Services Officers are part of a small, friendly team working in a fast-paced environment to support the Gumala Members based mainly in the Pilbara region of Western Australia. The role is highly customer-service focused, with an emphasis on problem solving and communication, as well as accurate data entry and general administration.

Our ideal candidate will be a reliable team player with a mature approach to the workplace.

## **Key responsibilities include:**

- Accepting and processing Member applications for the focused programs offered by Gumala.
- Accurately communicating progress updates.
- Liaising with service providers and problem solving.
- Data administration and ad-hoc tasks that support the Member experience.
- Updating Member information on our internal database
- Arranging travel and accommodation

## **To be considered for this position, you will meet the following criteria:**

- Personal resilience and the ability to manage stressful situations.
- A commitment to punctuality and attendance.
- Exceptional communication skills, both written and verbal.
- Experience working in a fast-paced environment.
- Strong time management skills.
- High attention to detail and strong organisational skills.
- A commitment to helping others and providing excellent customer service both face to face and over the phone.
- Intermediate computer skills, including proficiency in MS Office suite.

**To apply for this job please send your resumé and a covering letter addressing the criteria above to [gacjobs@gumala.com.au](mailto:gacjobs@gumala.com.au)**

Aboriginal and Torres Strait Islander are encouraged to apply.  
This position is being re-advertised. Previous applicants need not reapply.

Shortlisting will begin immediately and Gumala reserves the right to close this position at any time.