



JOB DESCRIPTION: Project Support Officer

JOB TITLE: Project Support Officer

JOB TYPE: 0.5 FTE-0.75FTE (negotiable)

PROBATION PERIOD: 3 months

LOCATION: Busselton

SUPERVISOR: Director

DIRECT REPORTS: Nil

AWARD: Award free position

FINANCIAL DELEGATIONS: Nil

HOURLY RATE: \$30-\$40/hr + super, dependant on skills and experience

JOB PURPOSE:

The purpose of this role is to manage the provision of quality customer service and support the team with the management of projects undertaken by BlueSalt Consulting.

MAIN DUTIES & RESPONSIBILITIES:

Under the direction of the Director, the Project & Client Support Officer's duties include:

- liaising with clients regarding enquires and projects;
- management of CRM;
- document management;
- setting up document templates and formatting documents prepared by the team ready to supply to the client;
- meeting documentation preparation including minute taking
- support with project management including use of our project management system;
- monitoring business KPIs and report preparation;
- assist with the implementation of marketing strategies;
- assisting with internal processes and procedures.
- administrative duties; and
- other duties consistent with this level.

Where the Officer has the capability, they may be called upon assist the consulting team with the development of solutions for clients.

QUALIFICATIONS:

Desirable:

- tertiary qualifications in relevant field (business administration, project management, marketing or similar).

EXPERIENCE:

The Project & Client Support Officer needs experience in providing support in at least some of the following areas:

- providing customer service and/or executive assistance in the professional services sector;
- project management;

- document development and management;
- implementation marketing strategies (particularly digital strategies); and
- research and report writing.

SKILLS:

The Project & Client Support Officer needs to demonstrate:

- excellent written and verbal communication skills;
- excellent proofreading and editing skills;
- excellent time management skills and ability to work in a fast moving environment and prioritise work;
- attention to detail and problem-solving skills, with an ability to suggest improvements;
- self-motivation and ability to work remotely without direct supervision
- confidence with technology tools, with the ability to quickly adopt new ways of working;
- personal conduct that reflects a professional image and the values of our organisation; and
- willingness to work flexible hours when required.

Our team uses a range of tech tools, including those listed below. Ideally the Project & Client Support Officer will already be proficient in each of these or can demonstrate the capability to quickly familiarise themselves with these and any future services adopted by the business. Services the business uses frequently include: MS Office Suite (particularly Word and Excel), Google Suite (particularly Gmail, Drive, Docs, Sheets, Site and Forms), Asana, MailerLite, Slack, WordPress, Acuity, Canva).

PERFORMANCE GOALS:

- Accurately complete assigned tasks within required timeframes.
- Identify opportunities to improve workplace practices and suggest solutions.
- Deal with clients, suppliers and team members professionally at all times.

WORK ENVIRONMENT:

Work will be undertaken at the Director's home office in Busselton (preferred) and/or Project & Client Support Officer's home, and/or alternative location agreed as suitable. The Officer will be supplied with a suitable laptop and other equipment as agreed, if working from a location other than the Director's office, the Officer will ensure a safe, suitable space is available to utilise.

This Job Description was endorsed by the Director of CreativeIQ PTY LTD as the Trustee of the CreativeIQ Trust trading as BlueSalt Consulting on 24 August 2024.



Date: 24 August 2024