

1. Background to CERES & Fair Food

CERES is an environmental community organisation in East Brunswick. Located on a rehabilitated quarry/tip site on the banks of the Merri Creek, CERES has become an icon of locally based education and action on environmental and social-justice issues. Projects encompassed within CERES include environmental & cultural education for schools, accredited training and work-experience programs, recreational activities, courses for adults and children and a thriving volunteer program. CERES is largely self-funded via a group of social enterprises including a café, nursery, organic market and a room hire & catering service. CERES is also home to several affiliated projects such as a large community garden, a chook group, the Bikeshed and a LETS Group. CERES celebrates each year through its Kingfisher & Harvest Festivals. CERES turned 30 in 2012; it employs over 180 people and has hosted over 1,000,000 student visits through its education programs.

www.ceres.org.au

Based across the Merri Creek from CERES in the Northcote Business Park, Fair Food is an exciting new web-based organic home delivery service. The service has a number of key objectives:

- Helping build a locally based, self-reliant food economy.
- Supporting local Victorian organic growers.
- Employing people from disadvantaged communities – e.g. asylum seekers.
- Providing Fair Food customers a great organic food delivery service.
- Returning profits to CERES so can we keep on inspiring and educating our community.

Fair Food offers a fun, laid-back & supportive environment in which to work. You will be playing a key part in the development phase of an exciting, dynamic and completely ethical organisation that is a force for social change. www.ceresfairfood.org.au

2. Aim of the Position

Fair Food is looking for somebody who loves Customer Service – a person who really gets a kick out of helping people solve problems. Our aim is that when members come to us with a problem they leave feeling absolutely looked after.

To do this job you'll need to have had previous experience in Customer Service & Administration, can work well in a team environment, are comfortable working with e-commerce technology and also be able to operate independently.

Start date for this position is July 16th, 2012.

3. Duties and Responsibilities

- Coordinate customer service
- Create credits, invoices
- Maintain and update customer database
- Establish and maintain core administrative functions
- ☑ Manage and respond to incoming emails, faxes and mail

- Coordinate repairs and maintenance to office equipment
- Order and arrange delivery of office and warehouse supplies
- Post outgoing mail including delivery of daily mail to post box or post office if necessary
- Support the CERES Fair Food Management team with additional tasks as required
- Lend a hand on the packing floor from time to time.

4. Skills, Experience, and Qualities (Selection Criteria)

- ☑ Positive, friendly, can-do attitude
- ☑ Excellent skills in customer service
- Great communication and teamwork skills
- Ability to work unsupervised
- Demonstrated ability to use Microsoft Office Suite,
- Experience working with e-commerce/webstore applications an advantage
- Ability to prioritise and work through problems in a calm, organised manner
- ☑ Strong attention to detail with a systematic approach
- ☑ Interest in environmental and social justice issues
- ☑ Reliable, punctual and presentable
- Current Victorian Driver's License

5. CONDITIONS OF EMPLOYMENT

This is a permanent part-time position. Hour 28 hours per week - with some out of hours work checking emails and phone messages. Usually timetable is Monday & Wednesday 8.30am-4.30 pm, Tuesday & Thursday 12pm-8pm. Hours are flexible and can be negotiated as needed.

Wage level is AD4 in the CERES wage structure, which is equivalent to Grade 5 of the MA000002 Clerks - Private Sector Award 2010 - \$21.95 per hour

This position sits within the Farm & Market Team, reporting to the General Manager and is ultimately accountable to the CERES Management Committee. Other conditions are described in the CERES Work Agreement and CERES Human Resource Policy.

6. To Apply for this Position

Submit an application by email including:

- A cover letter including your response to the Selection Criteria
- ☑ Curriculum Vitae including three referees

to:

Chris Ennis

chris@ceres.org.au

Applications close 9am Wed June 27, 2012.