



Call Taker – diverse and rewarding opportunities with a small community-based in-home care and business health organisation

The Organisation:

Clever Care NOW (CCN) is a leading and long-established provider of in-home care for people with a disability, veterans and older people needing support to live safely and comfortably at home.

Our services and programs also include: day trips/family functions for older people, supported client transport services, in home care and business health programs including immunisations, skin checks and allied health support to business.

At present our business spans all areas south of the Sydney CBD and southward towards Wollongong.

The Role:

CCN has an opportunity for an experienced Call Taker to document and implement initial Call Taking processes and systems.

The opportunity is open to you to put your stamp on a best practice intake approach that encompasses the needs of our community.

You will be supported with technology, communication to fulfill this highly valued role.

You:

You are an independent thinker, flexible, and skilled at thinking outside the square to develop innovative solutions. You will have significant call centre experience and proven capabilities in developing and implementing call centre systems, routines and processes.

You will be a stickler for getting things right and making sure processes work to support people to do their best.

You will be highly customer service oriented and able to map, negotiate and support a diverse customer care journey so our clients can live their best life.

Applicants with a disability, of multicultural or Aboriginal and Torres Strait Islander origin are encouraged to apply.

More information and the Position Description can be found at <https://www.clevercarenow.org.au/news/> applications including a short cover letter explaining why you are the best person for this role and your CV can be submitted via Seek.

If you wish to discuss this role further please contact Julie Hale CEO on 0432 331 648