



ABC Listen Audience Support Coordinator

This vacancy is open only to Aboriginal and Torres Strait Islander applicants, reflecting our commitment to the ABC's Reconciliation Action Plan, ABC Equity and Diversity Plan and the Equal Employment Opportunity (Commonwealth Authorities) Act 1987.

- Be a part of Australia's independent national broadcaster
- \$64K - \$71K p.a. (pro rata) + choice of 15.4% super
- Convenient CBD location in the heart of Ultimo (near Central Station)
- Contract Vacancy for Approximately 12 Months
- Part-time position with flexible hours, 38 hours per fortnight

Working at the ABC

The ABC is the nation's most trusted and independent source of Australian conversations, culture, and stories. With over 4,000 employees from diverse backgrounds, located across over 50 locations around Australia and overseas, we are proud to create, curate and deliver high-quality programming that informs, educates and entertains Australian communities. The ABC's a great place to work; we provide various opportunities for Indigenous staff, including attending the national Indigenous staff conference, activities during NAIDOC week, regular networking events and mentoring support. You'll have a friendly and supportive environment to learn and grow in, with a vibrant, dynamic and cohesive team and a manager who will help you with any questions and give you regular opportunities to talk about your progress. You'll also have access to a network of Indigenous staff and support from the ABC's Indigenous Employment Manager.

About the Role

The ABC's digital audio products allow hundreds of thousands of Australians to listen to independent, informative and entertaining content every day. We are on the search for a dedicated Audience Support Coordinator to ensure that our audience have a positive experience using our services. As part of this role you will:

- Monitor and respond to audience feedback channels for ABC digital audio products
- Liaise with ABC staff to craft user-friendly responses to general, program and technical queries, upwardly referring issues as necessary to senior staff members
- Communicate audience issues back to ABC staff so that we can continually improve our products and services
- Provide regular reports to internal stakeholders on feedback trends, issues and volume

This is a great opportunity for someone who is interested in understanding how a media organisation functions and in particular how digital products such as mobile apps and websites are created. You will have autonomy within this role but you will also be part of a dedicated and dynamic team.

About You

Being in constant contact with our audience requires a positive demeanour and helpful attitude.

To be successful in this role you need to have:

A friendly and positive demeanour and willingness to champion audience satisfaction

Excellent written and verbal communication skills

Strong organizational skills

Experience in customer service

For an overview of the role, please refer to the position description: **ABC Listen Audience Support Coordinator - PD.pdf**

Applications must be uploaded via abc.net.au/careers

For further information contact: Janine Googan, Product Manager ABC Radio/ Audi email: googan.janine@abc.net.au

Applications Close: 17 September 2017