

WALKING TOGETHER



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Audience Support Advisor

- Indigenous Candidates Only
- Circa \$59K + Choice of 15.4% Super.
- Ultimo, Sydney: Convenient CBD location (near Central Station)
- Social Media Wiz needed to Engage with our Audiences

This vacancy is open only to Aboriginal and Torres Strait Islander applicants, reflecting our commitment to the ABC's Reconciliation Action Plan, ABC Diversity and Inclusion Plan 2019 - 2022 and the Equal Employment Opportunity (Commonwealth Authorities) Act 1987.

Working at the ABC

The ABC is the nation's most trusted and independent source of Australian conversations, culture, and stories. With more than 4,000 employees from diverse backgrounds across more than 50 locations around Australia and overseas, we are proud to create, curate and deliver high-quality content 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 Lead, Indigenous Employment and Diversity.

About the Role

Contribute to the fabulous ABC brand, through Social Media. This is a great role for someone who would enjoy interacting with our audiences on social media in a professional and tactful way. This role involves;

- Monitoring audience inquiries across a range of official ABC digital & media channels
- Collaborate with stakeholders to prioritise, respond, reassign and resolve a range of audience enquiries
- Use Facebook, Instagram, Twitter & YouTube and Khoros (Spredfast) to monitor and interact with audience comments.
- This role may require weekend, evening and public holiday hours.

About You

You will have a naturally collaborative work-style with strong communication and interpersonal skills. In addition you will have:

- Passion for digital & social media and an understanding of latest trends and platform developments
- Proactive approach to identifying & solving problems
- Sound judgment and a willingness to learn and understand relevant ABC policies & moderation procedures

How to Apply

Please complete the online application form and submit as part of your application a Cover Letter and Resume on our ABC Careers Website. **For a full copy of the Position Description please visit:** <https://careers.abc.net.au/en/job/500956/audience-support-advisor>

Recruitment Agency applications will not be accepted.

For more information on working at the ABC visit <https://www.abc.net.au/careers>

Applications close: 30 Mar 2020 11:55 PM AUS Eastern Daylight Time

ABC CAREERS