



Corporate Volunteer Coordinator

Position Description

A positive, organised and detail-oriented person who thrives on delivering exceptional customer service.

Responsible to:	Partnerships Manager
Location:	CERES Brunswick East
Grade:	EM3
Hourly rate:	\$32.13
Status:	Permanent Part-Time

About CERES

CERES Community Environment Park is an award-winning, not-for-profit environment park and urban farm located by Merri Creek in Brunswick East, Melbourne. Once a landfill site and wasteland, today, CERES is a thriving, vibrant community. With over 650,000 visitors a year, CERES is one of the most loved places in Melbourne.

Our Vision

Our vision is for everyone to fall in love with the Earth again.

CERES is a place for community-based learning and action. We work across five program areas; home, school, farm, market and story.

About the Role;

You'll join our rapidly growing Communications team, which provides marketing support to grow our enterprises and fundraising operations.

Your focus will be on providing business support to our Corporate Volunteering social enterprise. Each year CERES hosts around 60 groups connecting businesses and the Earth through farm and garden experiences for their teams. All profits from this enterprise are reinvested into projects that care for our Brunswick East park.

You'll start two days a week initially, with at least one of these days expected to be on-site at CERES providing in-person support to Corporate Groups. As the business grows, the workload and responsibility are expected to increase to a full-time role. We will work collaboratively with the right candidate to ensure the needs of the business and the growth of the role are balanced.

About You;

You're a clear thinker, self-driven and able to do your work autonomously. You're able to set your deadlines, articulate and meet them. You're looking for broad experience across our Marketing team to gain new skills and sharpen the ones you already have. You're interested in entrepreneurship and how social enterprise creates an economy for the future. You are passionate about enabling businesses and corporate groups to engage meaningfully with giving back to environmental and social causes.

Key Responsibilities;

1. Business Support

- End-to-end support to manage enquiries through to booking and invoicing.
- Be familiar with all CERES Host Locations, their availability, activities and capabilities, and communicate this to potential customers.

2. Business Development

- Develop and work on operational plans for Corporate Volunteers that focus on refining the offering and growing the business.
- Assist with budgeting and reporting on the budget.
- Work alongside the Partnerships Manager on developing a marketing strategy to grow Corporate Volunteering.
- Ensure that business development aligns with CERES's overarching purpose and strategy.

3. Group Coordination

- Deliver an excellent standard of customer service and manage relationships with existing and potential clients.
- Provide tours of CERES to Corporate Volunteer groups.

Key Performance Indicators

- Manage incoming enquiries in a timely and professional manner.
- Increase the conversion rate of our incoming leads.
- Meet monthly income targets set out in the budget.

Key Selection Criteria

Essential

1. Demonstrated experience in hospitality, events or customer service.
2. Studying or being a recent graduate in Business, Events, Marketing or another relevant field.

Desirable

3. Volunteer experience.
4. Group coordination experience.
5. Experience working in a corporate environment.
6. Interest in entrepreneurship and social enterprise.