# Administrative Services – CSOF3

Role summary for potential applicants

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| Advertised Job Title**:** | CRM Data Officer (Part-Time: 0.8 FTE) |
| Reference Number**:** | 49062 |
| Classification**:** | CSOF3 |
| Salary Range: | AU $61K to AU $78K plus up to 15.4% superannuation (Pro-rata for part time) |
| Location**:** | Brisbane (Pullenvale), QLD |
| Tenure: | Indefinite |
| Relocation assistance**:** | Will be provided to the successful candidate if required. |
| Applications are open to: | * Australian/New Zealand Citizens and Permanent Residents |
| Functional Area**:** | Administrative Services |
| % Client Focus - Internal: | 95% |
| % Client Focus - External: | 5% |
| Reports to the: | Manager, Project and Revenue Support Centre |
| Number of Direct Reports: | 0 |

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| **Role Overview:** |
| The role of Administrative Staff in CSIRO is to provide administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the Organisation and the divisions to achieve their objectives and meet Government and regulatory responsibilities.  With the implementation of an Enterprise CRM system (Dynamics CRM) in CSIRO, greater focus has been placed on the quality of our Customer and Contact data. The CRM Data Officer will play a vital role in improving and maintaining the quality of our Customer and Contact data in the CRM.  Business Development and Commercial (Custodians) and the Finance Support Centre (Stewards) have been working together to improve CRM data quality. This role will sit within the Finance Support Centre, but will work closely with Business Development & Commercial (BD&C), Finance, and Scientific staff to meet the increasing operational demand for improved Customer and Contact data quality, and clear CRM processes, systems and reporting.  The CRM Data Officer is a key contact point related to operational customer data maintenance queries and requests. The role is responsible for general maintenance, enquiries, quality checks, data audits, and reporting of the Customer Relationship Management related systems - SAP and Microsoft Dynamics. Maintenance and improvement of quality data in these enterprise systems to support customer relationship management, project management, operations, reporting and business analysis at all levels is also a requirement. This includes proactively identifying and escalating issues and improvement suggestions to customer data and surrounding processes.  Furthermore, given the close exposure to customer maintenance processes, The CRM Data Officer will have a high level of involvement in the development, testing, and production of system upgrades, system and process improvements surrounding customer maintenance. It is expected that the CRM Data Officer will collaborate closely with Information Management & Technology (IM&T) and BD&C in a constant attempt to improve our CRM related systems.  Because this role is part of the Project & Revenue Support Centre, it is expected that the CRM Data Officer will provide backup support to the Project Support and Accounts Receivable teams as needed. The role will also benefit from CRM support from other Support Centre members.  As this role plays a pivotal part in CSIRO’s business processes, it is essential that the CRM Data Officer maintains a positive working relationship with all CSIRO stakeholders, e.g. Business Development & Commercial, Finance, external customers and the general CSIRO science community. |

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| **Duties and Key Result Areas:** |
| * Methodically review and action requests for new, or changes to, Customer and Contact records in CSIRO’s Dynamics CRM system, and ensure alignment with SAP. * Proactively manage CRM data integrity by identifying and cleansing inaccurate or duplicate data. * Further enhance CRM data by proactively reaching out to Customers and Contacts to compile missing data and update old records. * Create and maintain Dynamics CRM related Dashboards and views as required. * Generate and customise other customer reports as per required business needs. * Participate in the development, testing and production of CRM related system and process changes in Dynamics and SAP. * Proactively identify issues and improvement opportunities surrounding Customer data maintenance, and work closely with IM&T and BD&C towards solutions. * Provide back-up support to the Project Support and Accounts Receivable Centres as needed * Provide a professional level of customer service to all CSIRO stakeholders, including other members of other business units (BD&C; Finance), external customers and the general CSIRO science community. * Communicate effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation. * Work proactively as part of an often regionally dispersed team, to carry out administrative tasks and provide personal assistance, under the general direction of senior administrative staff. * Adhere to the spirit and practice of CSIRO’s Values, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals. * Any other duties within the scope of this position that may arise from time-to-time, for which the incumbent holds the skills and abilities to perform. |

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| **Selection Criteria:** |
| *Under CSIRO policy only those who meet all essential criteria can be appointed*  ***Pre-Requisites:***   1. **Education/Qualifications:** A relevant Certificate or tertiary qualification (e.g. Business Administration), or equivalent relevant work experience surrounding customer data maintenance. 2. **Communication:** The ability to clearly convey information and ideas, select the most appropriate method of communication, and establish effective interpersonal relationships with key internal and external stakeholders. 3. **Behaviours:**  A history of professional and respectful behaviours and attitudes in a collaborative environment. 4. **Adaptability:**  Demonstrated ability and willingness to change ideas, try different approaches and maintain professionalism and flexibility. 5. **Problem Solving:** Proven ability to analyse routine problems by proactively identifying and considering the implications of a range of available alternative solutions.   ***Essential Criteria:***   1. Good working knowledge of SAP ERP processes. 2. Previous experience working with Microsoft Dynamics CRM. 3. Customer Relationship Management (customer maintenance) experience, specifically in relation to the maintenance of a customer database 4. Positive stakeholder management – ability to positively collaborate with geographically dispersed teams and different business units. 5. Demonstrated ability to prioritise workloads in order to meet tight deadlines and KPIs, whilst maintaining a high attention to detail and level of data accuracy   **Desirable Criteria:**   1. Understanding of the stages and life cycle of a project. 2. Experience in contract and project administration. 3. Experience in Accounts Receivables.   **As Australia’s Innovation Catalyst, CSIRO has strategic actions underpinned by behaviours aligned to**:   * Excellent science * Inclusion, trust & respect * Health, safety & environment * Delivery on commitments.   **In your application and at interview you will need to demonstrate alignment with these behaviours.** |

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| **Other Information:** |
| **How to Apply**  Please apply for this position online at <https://jobs.csiro.au/> and enter requisition number 49062. Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’).  Please load your CV (Maximum 2MB). You may also be required to respond to some screening questions.  Where text responses are required, to avoid being timed out of the system we recommend that you prepare your responses off line and paste them into the appropriate spot prior to submitting your application.  If you experience difficulties applying online call 1300 984 220 for assistance. Outside Australian business hours please email: [csiro-careers@csiro.au](mailto:csiro-careers@csiro.au).  **Referees**: Please provide contact details of two previous supervisor or academic/professional referees in your resume/CV. We will ask your permission before making contact.  **Contact:** If after reading the selection documentation you require further information please contact:  Mr Creswell Joyntvia email: [creswell.joynt@csiro.au](mailto:creswell.joynt@csiro.au) or phone: 07 3833 5638.  Please do not email your application directly to Mr Joynt. Applications received via this method will not be considered.  **About CSIRO**  Australia is founding its future on science and innovation. Its national science agency, the Commonwealth Scientific and Industrial Research Organisation (CSIRO) is a powerhouse of ideas, technologies and skills for building prosperity, growth, health and sustainability. It serves governments, industries, business and communities across the nation.  Find out more! [www.csiro.au](http://www.csiro.au).  We work flexibly at CSIRO, offering a range of options for how, when and where you work. Talk to us about how this role could be flexible for you.  Find out more! [CSIRO Balance](https://www.csiro.au/en/Careers/A-great-place-to-work/Work-life-balance)  **CSIRO Finance**  CSIRO Finance provides In-business financial services, Corporate finance support and transactional services through the Finance Support centre. |