



Customer Contact Representative

About Kinela

Kinela is a healthcare company that empowers people with disability and older Australians to take control of their health and wellbeing. We help our customers to achieve their health goals by providing personalised health programs, home-delivered nutritious meals, and allied health services including dietetics, speech pathology and occupational therapy.

Kinela is a registered provider in the National Disability Insurance Scheme (NDIS) and is currently supporting more than 2,000 people in five states and territories across Australia.

As a Certified B Corporation, Kinela is a for-purpose company that makes social responsibility our business. We believe that better health belongs to everyone and we're on a mission to radically change healthcare for the people that need it most.

Job responsibilities

We're looking for a passionate, results-driven individual to support growth and guide health-focused behaviour change in the emerging disability support sector. The role will expand on your strengths, and give you the chance to gain experience and learn in a fun, innovative and dynamic environment. Best of all you get to join a hilarious, experienced, awesome (and modest) team.

Permanent & contract roles are available

Responsibilities include

- Speaking to potential customers at the beginning of their health journey
- Managing inbound enquiries through phone, email, web chat and social media
- Asking and recording information to ensure we are the correct service to support each individual
- Listening to customer requirements and directing them to the most appropriate team member
- Explaining the benefits of nutrition in relation to their needs
- Following up agreements issued to customers and assisting with any questions relating to the agreements
- Managing information within our CRM Database (Salesforce - don't worry we can train you!)
- Maintaining positive relationships and basic account management with key stakeholders
- Meeting and exceeding targets

Key selection criteria:

This role will be ideal for someone who has experience in sales and has a working understanding of

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the disability or aged-care sector.

- Genuinely cares about helping people
- Exceptional people skills and empathy, with an ability to build strong relationships with people from a variety of backgrounds
- Excellent organisation and time management skills
- Ability to work independently and as part of a small team
- A positive approach to the challenges and demands of a high-growth business
- Knowledge of the National Disability Insurance Scheme or Aged-Care Sector is advantageous but not required
- Relevant qualifications, professional training and/or work experience in one of the following:
 - Disability services/support
 - Sales
- Commitment to Kinela's values; Courage, Empathy. Integrity. Ambition and Generosity

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