



Customer Service Officer

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 an experienced and empathetic Customer Service and Admin Officer to help take Kinela to new heights. You'll work closely with our sales, clinical and operations teams to help more people living with disabilities and older Australians to achieve their health goals. You will be working in a dynamic start-up environment where no two days are the same!

Permanent & contract roles are available

Responsibilities include

- Continuous improvement of workflow and supporting processes
- Hands-on in day-to-day customer service activities, including:
 - Inbound customer orders and inquiries via phone, email and live chat
 - Converting inquiries into sales of Food and Clinical Services
 - Placement of weekly orders and confirmation of delivery
 - Solving customer issues and collecting feedback
- Weekly reporting on KPIs
- Driving activity to maximise customer retention
- Working with the operations teams to deliver an amazing customer experience

Key selection criteria:

This role will be ideal for someone who has experience in nutrition and has a working understanding of the disability or aged-care sector.

**Better health
belongs to everyone.**



- 2 years customer service experience
- Knowledge of the National Disability Insurance Scheme or Aged-Care Sector is advantageous but not required
- Exceptional people skills and empathy, with an ability to build strong relationships with customers and colleagues from a variety of backgrounds
- Great communication skills (written and verbal) and a high level of attention to detail
- Excellent organisation and time management skills
- A positive and energetic approach to the challenges of a high-growth start-up
- Commitment to Kinela's values; Courage, Empathy. Integrity. Ambition and Generosity

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