



Claims Officer

- Great team environment with everyone driven to make a difference
- Enjoy the awesome salary package benefit and pay less tax!
- Options to work flexibly

The Role

We two opportunities available. One role for someone seeking fulltime hours and a second role that could be part-time hours, including to work with school hours. Please note your preference in your application.

Who we are...

CoAct is a national network of locally embedded community service providers working together to create social and economic opportunities for Australia's disadvantaged.

Our business model is one of complete collaboration between all our Service Partners who work together as a social franchise. The result is a vibrant and innovative network activating and delivering many vital services in regional, remote and metropolitan communities.

Who you will talk to...

Our clients have been long term job seekers who have recently secured a job through one of our Service Partners. For these job seekers, this is a job that will put them onto the road to economic stability. We liaise with our service partners daily to advise of requirements, assess validity of documentation and submit claim requests through to the Departments

And that's where you come in...

Each time a Service Partner requests a claim, you will compliance check the evidence and submit the claims through to our funding bodies. Through your commitment to customer service excellence and eye for detail, you'll ensure the smooth running of the process.

You'll be great in this role if you are highly organised, coordinating many pieces of documentation at various stages of a process at once and keeping accurate records. You'll guide your stakeholders over the phone through the process so patience, confidence and professionalism is essential.

The team work really well together. Time and time again, members of the team have won within our recognition program for supporting each other to reach the common goal.



What you will bring...

- A superb communication style, able to build quick rapport and coach people through what they need to do.
- An aptitude for understanding any ambiguity and creating positive end resolutions
- A very high attention to detail and accuracy
- Be able to work autonomously, with the ability to effectively plan and prioritise upon work demands
- A keenness to contribute to a high performing team that continuously seeks improvements in our practices

You may also be able to bring to the role...

- Experience working within the Employment Services and Disability Services industries
- Exposure in dealing with financial transactions

It's great working with us...

- We have high employee engagement and are proud of our culture that celebrates achievement
- We are purpose driven but we know how to have fun along the way
- A competitive remuneration package, including salary packaging
- We are dedicated to your development, have flexible work options and great employee initiatives

So this sounds exciting, here's the next steps...

Read through our detailed position description on the Careers page of our website

www.coact.org.au . Apply to recruitment@coact.org.au with your resume and cover letter. For a confidential discussion, call Janine Beck, HR on Ph. 02 8281 2426. Please note your preference for fulltime or part-time hours in your cover letter.

CoAct is committed to workplace diversity and equality. We strongly encourage applications from Aboriginal and Torres Strait Islander people.