



## **JOB DESCRIPTION FORM – Mobile Support Program Fulfilment Lead**

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**JOB TITLE:** Mobile Support Project (MSP) Fulfilment Lead

**JOB TYPE:** Volunteer position (3-5 hours per week)

**LOCATION:** Work from Perron Place Victoria Park (BYO device). Flexible working options can be arranged on request.

**SUPERVISOR/MANAGER:** Program Coordinator

**DIRECT REPORTS:** N/A

### **OVERVIEW:**

Hello Initiative's (HI) Mobile Support Program handles over 400 mobile phones every year from various sources including private donations, local council recycling centres, corporate mobile fleets and large e-waste providers. Each week refurbished devices and mobile services are prepared for referral delivery for this growing program. HI is looking for an individual with experience with mobile phones to join the team to streamline this process and drive efficiency in our change-making programs.

### **MAIN DUTIES/RESPONSIBILITIES:**

- Work with the Chief of Operations, Program Coordinator and Procurement Manager to ensure a reliable supply of high quality devices are being delivered by the MSP
- Weekly set up of refurbished devices for distribution
- Prepare referral orders for delivery
- Deliver orders locally to the Perth Children's Court
- Organise and execute postal deliveries to regional WA
- Manage stock movement to meet deployment needs

### **SKILLS AND EXPERIENCE:**

#### **Qualifications:**

- No specific qualifications required
- Qualifications or ongoing study relevant to the role will be viewed positively
- A valid Working with Children Check will be required
- A background check from the WA Department of Justice may be required

#### **Experience:**

- No experience required
- Experience in using mobile technology will be viewed favourably

**Necessary Skills:**

- Excellent written and verbal communication skills
- High levels of adaptability to work in a fast moving start up
- High levels of cultural sensitivity
- Ability to work autonomously
- Attention to detail
- Excellent time management skills

**Desirable Skills:**

- C-class licence and access to own car to complete referral deliveries to required locations
- Basic mobile phone technician experience
  - ie Diagnosing, repairing and preparing for deployment
- Proficient in G-Suite

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For a discussion of this role or to learn more about Hello Initiative, please call P Gardner, Program Coordinator on 0452 424 883 or email [priscilla@helloinitiative.org.au](mailto:priscilla@helloinitiative.org.au)