



Customer Service and Administration Assistant

Contract full-time position

- **Role type:** Full time contract – 30 October 2026
- **Hours of work:** 37.5 hours per week
- **Location:** Melbourne CBD
- **Salary band:** \$60,000 - \$65,000 plus 12% superannuation per annum

Organisation background

AHURI is a small not-for-profit organisation based in Melbourne. Our mission is: 'Working collaboratively to inform and impact better policy and practice in housing, homelessness, and urban issues'. AHURI conducts and disseminates high quality research on housing, homelessness and cities issues to inform the policies and practices of governments, industry, and the community and to stimulate debate in the broader Australian community.

The organisation's primary activity is the National Housing Research Program (NHRP) managed through a network of universities across Australia. The NHRP is funded by the Australian Government, all state and territory governments, and university partners. We also deliver the National Housing Conference and Australian Homelessness Conference, support a range of events to engage the research and policy communities, and support the development of housing research capacity. Beyond this we provide professional research services for a diversity of clients across the themes of housing, homelessness, and cities.

The position

The Customer Service and Administration Assistant is the first point of contact for enquiries from delegates registering for the Australian Homelessness Conference by phone and email. They are responsible for the upkeep of the event database, liaising with speakers and facilitators, coordinating group meetings and travel and accommodation. They will also be a key part of the events team on site in Darwin at the Australian Homelessness Conference.

Key relationships

Reports to	Conference and Events Manager
Direct reports	Nil
Internal relationships	All AHURI staff
External relationships	Event delegates, speaker, sponsors and exhibitors

Responsibilities

Delegate relationships

- First point of contact via email and phone for delegates for AHURI events.
- Follow up outstanding payments for registrations.
- Follow up group bookings to ensure details of all attendees are completed.

Administration

- Coordinate online group meetings (Teams) for speakers and facilitators.
- Arrange travel and accommodation for AHURI staff, speakers, facilitators and sponsored delegates.
- Work with finance team to update registration payments in events database.
- Work with Conference and Events Coordinator to liaise with speakers and facilitators for their bios and photos for conference website.
- Arrange couriers to and from event locations.
- Keep events database up to date and data healthy. Update CRM post conference with speaker and facilitator details.

Event Onsite – Darwin October

- Primary point of contact for attendees at registration / information desk.
- Assist with room set up and sessions/functions.
- Speaker and facilitator liaison.
- Provide assistance in relation to sponsors and exhibitors.
- Coordinate set up and pack up conference office.

General

- Assist with smaller events as required under the direction of the Conference and Events Manager (this may include lectures, seminars, roundtables or one-off events).
- Represent and promote the company professionally, with a clear understanding of AHURI's vision and relevant policies and strategies, as required.
- Support maintenance of contact data within the CRM.

Competencies

Essential

- Minimum of 12 months previous customer service/ administration experience.
- Confident using systems like Microsoft Office and CRM platforms.
- Strong customer service skills and confidence communicating with people via phone and email.
- Outstanding verbal communications skills, professional telephone manner.
- High level of attention to detail and accuracy.
- High degree of organisational and time management skills.
- Be self-motivated with the ability to work autonomously as well as within a team environment.
- Efficiencies with multitasking and able to work well under pressure.
- Ability to remain calm and professional under pressure.
- Ability to adapt to rapidly changing situations.

Desirable

- Experience using ZOHO CRM and ZOHO Work Drive.