



Accessible Telecoms Project Assistant Position Description

About ACCAN

The Australian Communications Consumer Action Network, [ACCAN](#), is Australia's peak body representing the interests of all consumers in communications issues. ACCAN is an important and independent consumer voice promoting the accessibility, quality of service, affordability, and availability of communications services for all Australian consumers with particular concern for vulnerable consumers whose needs are under-represented.

The [Accessible Telecoms](#) service is an independent, up-to-date, free service providing information about phones, equipment, training opportunities and other information suitable for people with disabilities and seniors. The service is delivered via a website (equipment and training database) and a contact centre.

Position Summary

The purpose of the Project Assistant role is to support the Accessible Telecoms project team in a range of administrative duties.

Duties include:

- Assisting with administrative and marketing duties including mail outs, creating spreadsheets, reporting, assistance during events and social media engagement.
- Answer calls, emails and chats from consumers and logging each interaction.
- Search the internet for new telecommunications equipment and their accessibility features, price, points of sale, and other important information.
- Create documents about new equipment using templates.
- Keep the equipment database up to date by adding, updating, and removing equipment as required.

Essential Skills for position

- Experience in administrative roles.
- Experienced with using Microsoft Office (Word, Excel and Outlook).
- Excellent written communication skills.
- Self-motivated and able to work independently to meet deadlines.
- Able to maintain accuracy and attention to detail, which is essential for creating documents.
- Able to follow procedures.
- Flexible and willing to perform other tasks as assigned.

Desired Skills for position

- lived experience of disability.
- Familiar with smartphone and tablet jargon and applications.



- Interest in the telecommunications industry.
- Knowledge or experience with assistive technologies or the disability sector.
- Social media savvy; experience with Google & Facebook advertising.

Job Type/Hours/Location

- 2-year contract position.
- Part-time, 22.5 hours per week (flexible working hours between 9am – 5pm).
- Salary negotiable based on experience – SCHADS Award level 2/3.
- Flexible Work from Home arrangements with occasional working from Sydney CBD office.

[ACCAN](#) is an EEO employer: Aboriginal and Torres Strait Islander peoples, persons with disabilities, and people from culturally, linguistically and religiously diverse backgrounds are encouraged to apply.