

Stakeholder Relationship Officer Position Description

About us

Care Taxi is a dedicated community transport provider, focusing on delivering high-quality services tailored to the unique requirements of NDIS participants.

We are also expanding into sub-contracted transport for the Aged Care sector.

With a commitment to accessibility and customer satisfaction, Care Taxi ensures that all journeys, whether for work, medical appointments, or social events, are handled with the utmost care and professionalism.

Position Summary

As a Stakeholder Relationship Officer, you will drive growth across our community transport services by working with our Relationship Stakeholder Manager and Operations Manager. This is a relationship-focused role. It involves generating new service enquiries and supporting individuals to access transport support. The successful candidate will play a vital part in expanding Care Taxi's service reach, ensuring more people receive the transport support they need.

Responsibilities

Promote our services by:

- Investigating potential client relationship opportunities at both the B2C and B2B levels.
- Initiating, building and maintaining relationships with Disability and Aged Care Providers and other B2B clients.
- Meeting with potential clients in ways that best suit their needs and availability, e.g. in person, by phone, or virtually.
- Map clients' community transport needs to our relevant service/s and provide recommendations that best suit their choice and needs.
- Follow-up with potential clients to assist them in their decision making.
- Maintain records of potential and current client information and communications.

- Regularly communicate progress and receive direction from the Stakeholder Relationship Manager.
- Maintain up-to-date knowledge of sector requirements, funding structures, and service eligibility criteria.

Selection Criteria, including qualifications & experience

Essential:

- Studying or already attained Certificate 3 or 4 in Business/Business Administration/Communications or above.
- If you have sales experience in the Disability or Aged Care industries, formal qualifications are not mandatory.
- Willing to work under an ABN as a sub-contractor.

Desirable:

- Knowledge of the Disability and Aged Care Sectors and how they function
- Experience with MS Office Suite, especially Word, Excel, and Outlook
- A passion for inclusive transport that empowers individuals with disabilities and mobility needs to maintain their independence and engage fully with their community.

Remuneration & Benefits

- 3 to 6 hours per week.
- Work on the day/s of your choice.
- Some of those hours must fall during standard business hours to accommodate potential client working hours.
- Administrative tasks can be completed at times selected at your discretion.
- \$40.00 to \$45.00 per hour, depending on skills and experience.