



Technical Assistant – CRM, Data & Leads

Location: Anywhere, remote/work from home

Work Type: Full-time

About Australians Together

Australians Together is a not-for-profit organisation. We're a passionate and diverse group of First Nations people and non-indigenous people who want to see lived experiences of First Nations people improved. We recognise there's a wound in the spirit of our nation, and for healing to take place, we need to work together. Our staff, consultants and collaborators are located across Australia, and we respectfully learn from, and partner with, First Nations cultural and community Elders and leaders, academics and educators.

The role

You'll work closely with our Data and Reporting Specialist to support the operation of our customer relationship management (CRM) system and connected systems, including integrations, automation, documentation and reporting.

You'll help keep our data clean and usable, support marketing and partnerships activity with lists and segmentation, and contribute to regular reporting for internal teams and leadership.

You'll also help ensure our systems and processes are clearly documented and reliable.

You are someone who:

- enjoys working with data, systems and digital tools and takes pride in getting the details right
- is curious about how systems connect, and how automation and integrations can streamline work practices
- likes supporting others by helping them access clear, accurate and useful information
- is organised, reliable and comfortable working across multiple platforms and tasks
- shares our commitment to respectful, values-led work that supports better outcomes for First Nations people.

In this role you'll:



- support the day-to-day operation of our CRM and reporting processes
- clean and check data, prepare reports and maintain repeatable templates
- assist with CRM integrations, automations and testing (with guidance from senior team members)
- create and maintain clear documentation for systems, processes and data flows
- prepare lists and support segmentation for marketing and partnerships activity
- support routine website administration tasks and system updates
- work closely with internal teams and external partners to support agreed priorities.

Experience & skills

Essential:

- 2-3 years' experience in a similar role
- Experience working with Zoho, or another CRM system
- Proficient in working with data: cleaning, checking accuracy, pulling lists or reports
- Basic understanding of data quality issues (duplicates, missing fields, inconsistent values)
- Basic understanding of scripting and querying concepts, and technical problem-solving over time
- Strong attention to detail and follow-through
- Ability to document processes clearly for others
- Confidence working across multiple digital platforms (e.g. CRM, website CMS, spreadsheets, payments tools)
- Existing understanding and willingness to learn more about technical concepts like integrations, automation and system logic
- Excellent communication skills and the ability to work closely with a specialist and follow defined priorities
- A customer-centric mindset and curiosity to understand the customer
- Ability to work as part of a team or autonomously as required
- Excellent planning and time management skills
- Excellent organisational skills and the ability to multi-task on multiple projects
- Proficiency with the Microsoft Office suite

Desirable:

- Experience with CRM automation or integrations
- Exposure to SQL or interest in learning basic querying for reporting or data checks
- Experience with dashboard creation and maintenance
- Experience supporting marketing or sales teams with lists, campaigns or lead data

- Familiarity with tools like Stripe, Silverstripe, website forms or email platforms
- Interest in developing deeper technical or systems skills over time
- Experience in Agile project methodology
- Experience working with cross-functional teams
- Experience working in the not-for-profit and/or education sector
- Experience working with First Nations people or communities, or other non-dominant cultural communities
- Experience with project management software and tools (e.g. Asana, Trello)

OUR EMPLOYEE VALUE PROPOSITION



Culture

Togetherness is at our heart – where everyone is acknowledged, valued and respected.

We share a common purpose and sense of belonging.

We listen respectfully and seek to learn and grow. As a team we celebrate people’s individuality, uniqueness and strengths. And have a lot of fun while we’re at it.

We prioritise wellbeing so each of us can thrive.



Purpose

Together with purpose, we can make a difference.

We’re pursuing an Australia Together: First Nations histories and cultures acknowledged and respected, and better lived experiences for First Nations Peoples.

We believe there’s a wound in the spirit in our nation, and for healing to take place, we all need to play a part.

Be part of something significant where you’ll see change.



Growth

We’re committed to helping each other grow.

Flourish and thrive – with opportunities and up-skilling that bring out your best.

Effective growth happens when we embrace other perspectives, expand our knowledge and develop our strengths. We’re encouraged to be curious and take every opportunity to be challenged and transformed.

We never stop learning.



Incentives and perks

Feel valued for who you are and what you bring.

Be recognised and rewarded in ways that add real value.

Some of the perks that’ll come your way:

- Remote and flexible work options
- Team retreats for cultural learning and connection
- Salary packaging options and annual salary reviews
- Home office/co-working budget
- Professional learning opportunities
- Access to independent support and counselling (EAP)



To apply

For a detailed Job Description please email your interest to: careers@australianstogether.org.au

Once you've reflected on the Job Description and on the opportunity to join a vibrant, purposeful team and, importantly, you think you're the right fit, email us your CV and cover letter interacting with the job description.

Applications close **Monday 2 March 5pm (AEDT)**

We're committed to creating a culturally safe workplace. We encourage Aboriginal and Torres Strait Islander people and people from diverse cultures, abilities and identities to apply.

Applicants need to have a suitable work-from-home environment.