

Correspondence Officer

OFFICE OF THE LEADER OF THE AUSTRALIAN GREENS			
Job Title:	Correspondence Officer	Job Category:	EOA-2
Location:	Brisbane, Queensland	Travel:	Occasional, as needed
Base Salary & ESA:	\$76,022 (pro-rata)	Position Type:	0.8 FTE (4 days/week), ongoing
Total Salary Package:		Reports To:	Correspondence & Policy Support Officer

Job description

The Correspondence Officer is a frontline point of contact for the Leader's office and works closely with the Correspondence & Policy Support Officer to ensure that constituents who contact the office receive a timely and appropriate response. The role focuses on constituent correspondence, using office databases such as Outlook, Google Workspace and VoterID to manage and track correspondence. It is part of the Brisbane electorate office team and links into the national Greens correspondence team. At 0.8 FTE (four days per week), the role provides consistent daily correspondence and front-of-house coverage — including inbox and meeting-request triage previously carried within the Diary Manager/PA function — which is particularly important as the Executive Assistant steps out of the front-of-house roster and is in Canberra during sitting weeks.

Roles and responsibilities

- Coordinate and respond to constituent correspondence and campaign emails, preparing letters on behalf of constituents and sending using VoterID.
- Support all first point of contact work (inbox, phone and front door) as part of the office roster.
- Take a lead share of front-of-house shifts (inbox, phone and front door) across the four days, to maintain consistent constituent response, particularly during sitting weeks when the Executive Assistant is in Canberra.
- Triage the office inbox and incoming meeting requests, including processing meeting invitations through the office's approval and pro forma processes and responding to organisations, to keep turnaround times short and the inbox current.
- Undertake administrative tasks relating to constituent support, including updating spreadsheets, printing and posting letters.
- Support the Correspondence & Policy Support Officer, and the Senate office team, as directed.

Skills and experience

- Excellent oral and written communication skills, with meticulous attention to detail.
- Ability to engage and communicate with a broad range of people, and to manage expectations with respect.
- Sound computer skills, including word processing, spreadsheets and database management.
- Excellent organisational and time-management skills, with the ability to prioritise competing tasks and reliably close out actions.
- Previous experience responding to constituents, or in a similar administrative role, will be viewed favourably.
- Demonstrated professional integrity and the ability to exercise discretion and maintain confidentiality.