

Member Rights Centre (MRC) Officer - Flexible Location [12-month contract]

Finance Sector Union

The Finance Sector Union is the union of people working in banking, insurance and superannuation. From technology professionals in superannuation funds to bank tellers, we are a diverse union fighting to make a better finance sector, and a better society.

Organising is at the core of everything we do and our industrial work is a major part of that. The finance sector is evolving and growing fast - our Union is innovative and we campaign to win.

The FSU takes on some of the biggest and richest companies in Australia – and we win.

This is an important role in our Union, reporting to the Senior Industrial Officer that will connect FSU members and finance workers to the industrial team.

THE ROLE

As an MRC Operator, you are responsible for receiving calls from Union members and prospective members about joining the union and connecting them with industrial assistance. This will continually improve the union's recruitment, retention and organising of members.

Key responsibilities include:

- Serving as the first point of contact for members and prospective members, handling inbound and outbound calls in a professional and positive manner.
- Assessing member needs, providing assistance, booking appointments with Industrial Officers, and escalating urgent industrial issues.
- Contributing to union campaigns by participating in briefings and actively engaging with members according to campaign goals.
- Processing new memberships and ensuring a positive joining experience.
- Maintaining accurate, high-quality records of all conversations and updating our membership and workflow databases.
- Ensuring all matters are correctly documented and passed on for follow-up.

SELECTION CRITERIA

To be successful in this role, you will have a deep understanding of the union movement and a passion for social justice and union values. You will also possess:

- Effective written and verbal communication skills
- Ability to absorb and process new information quickly
- Ability to perform under pressure both independently and as a part of a team
- Strong time management skills
- Ability to perform work within specified timelines

- Flexibility and willingness to adapt to different situations and needs
- A strong commitment to social justice and union values and will work hard to make a difference to our members lives

SALARY RANGE AND LOCATION

The salary for this role will depend on experience. We would encourage people with salary expectation around \$70,019 including a monthly RDO.

The FSU has offices in Melbourne, Sydney, Brisbane, Perth and Adelaide. We welcome applications from people in any location

The FSU is open to flexible working arrangements, full-time, part-time and outside of normal business hours where requested. All FSU staff have a flexible work location and we are also open to work from home options.

APPLICATION PROCESS

If you have any questions or you're interested in this role, please feel free to reach out for a discussion. Send an email to fsuinfo@fsunion.org.au, using the subject line: **MRC Officer - Flexible Location enquiry via EthicalJobs** and we will be in touch.

To apply, please send your resume and cover letter to fsuinfo@fsunion.org.au

Applications close 5.00pm Wednesday, 8 October 2025.