



CRITICAL FRIEND VIRTUAL VOLUNTEER - Role Description

Are you passionate about Australia's National Icon? Do you want to actively participate in being a catalyst for change for the koala? We need you!

This is an exciting volunteer role and is designed to provide support services to the Koala Smart teachers, while working remotely from home or a space of your choice.

To ensure the students and teachers get the most out of the program, Critical Friends, assist teachers with their koala smart journey and connect teachers with appropriate people in the conservation field for excursions, incursions or for student project support (contacts provided to volunteer). Additional tasks may include answering emails, giving virtual tours of the Koala Smart website, phone calls, and nurturing a relationship with the teacher.

For this role, a strong internet and phone connection is required, along with experience or willingness to use communication tools such as Zoom or Teams. Please note that previous knowledge of koala conservation or natural history is not required. You will be provided with all the required training to excel in the role.

Responsibilities

- Help teachers navigate Koala Smart over the phone or internet
- Connect teachers with appropriate experts if required (contacts provided)
- Understand the structure of lesson plans and content and relay information to others
- Consult on project ideas
- Log your volunteer hours
- Promote Koala Smart
- Respond to emails and phone calls
- Attend online meetings as requested
- Provide exceptional customer service
- Provide technical support to teachers if required
- Fill in reports as required

Requirements and skills

- Be over 18
- Be willing to learn and develop new skills
- Passionate about the Environment and Conservation
- Tech savvy is a plus but not required
- Be willing to gain familiarity with navigating Koala Smart's website and resources
- Experience with word-processing software and spreadsheets (e.g., MS Office) or willingness to learn
- Knowledge of online calendars and scheduling (e.g., Google Calendar) or willingness to learn
- Excellent phone, email, messaging, and communication skills
- Experience in working with a diverse demographic of individuals is desirable

Questions? volunteer@koalasmart.org.au