



Client Engagement Officer

About GECA

[GECA](#) is an independent, purpose-driven organisation committed to creating a sustainable future for both people and planet. Our uniquely holistic approach to sustainability encompasses a comprehensive consideration of environmental, human health and social impacts.

At the heart of our mission lies our groundbreaking [lifecycle ecolabelling program](#), which looks at impacts across a product or service's entire lifecycle, from the extraction of raw materials to the end of its life. We're proud to run Australia's only not-for-profit, multi-sector lifecycle ecolabel.

GECA embraces a remote work culture. While our headquarters is in North Sydney, our dedicated and diligent GECA team operates remotely, offering employees the flexibility to work from home or any Servcorp location across Australia. We strike a balance by regularly convening in person at our shared office space in North Sydney and other central locations.

We celebrate diversity and encourage applicants from all genders, cultures, language groups, and abilities to apply.

About the role

The Client Engagement Officer position requires an engaging, proactive, detail-oriented team member with excellent communication and sales skills. You will work as a trusted and integral team member, helping new clients onboard to GECA, supporting existing clients as they recertify, and leveraging opportunities to find new clients. **The Client Engagement Officer** will support and work alongside the Client Engagement Manager and other team members as needed.

This role is ideal for an experienced professional wanting to make a real difference through their work in an organisation that supports them as a person and can be flexible around their other life obligations. Your skills will help the GECA team create a brighter future for all.

The **Client Engagement Officer** role is a full-time, 12-month contract to cover a period of parental leave (the role may be extended or made permanent).

Tasks and responsibilities

- Drive business revenue by engaging with existing and potential clients of GECA services, such as the GECA lifecycle ecolabel, [GECA Claims Authentication](#), and various other services.
- Assist the Client Engagement Manager in developing clear sales strategies to fulfil targeted goals.
- Organise and engage with prospective clients to communicate how the benefits of GECA services can meet their current needs.
- Manage current client accounts, nurturing existing relationships and identifying opportunities to provide additional support or expand their range of certified products or services.
- Develop a deep knowledge of [GECA standards](#) and processes to handle enquiries efficiently.
- Implement and deliver results on agreed sales strategies.
- Utilise CRM tools for account management of existing and new clients both efficiently and with a high degree of accuracy.
- Attend industry expos and trade shows where relevant and agreed by the Client Engagement Manager to promote GECA's services.
- Develop sales presentations relevant to target markets.
- Proactively reach out to identified leads as potential clients.
- Assist with developing marketing and sales campaigns and collateral, including market research to identify sales opportunities and leads.
- Provide supporting functions to GECA's approved Assurance Providers and assessors and the Independent Appointment Panel ([IAP](#)) as needed.
- Support quarterly training for GECA's approved Assurance Providers under our ecolabelling program alongside GECA's CEO.
- Contribute to GECA's overall strategy and reporting.

Reporting relationships

The **Client Engagement Officer** will report to the Client Engagement Manager and work closely with other GECA team members as needed.

Qualifications, knowledge, and experience

- Demonstrated track record of achieving sales and revenue targets in B2B or not-for-profit environments.
- Proven skills for prospecting new clients and leads with the ability to close sales negotiations and secure new business.
- Experience in building and nurturing client and stakeholder relationships.
- Strong written and verbal communication skills, with the ability to create presentations and adjust messaging for different audiences.
- Be goal-orientated and proactive to meet agreed KPIs.



- A commitment to providing exceptional customer service, even under challenging situations.
- Ability to work in a fast-paced environment with problem-solving skills and a solution-focused mentality.
- Demonstrated capacity for effective and efficient time and task management.
- Ability to perform market research and analyse results to quantify leads.
- Able to work both independently and as part of a team.
- A passion and genuine dedication to sustainability.
- Knowledge of ecolabelling programs, the green building sector, or sustainable procurement practices is beneficial.

Conditions and benefits

- Primarily remote working role but must attend some in-person events as requested.
- Appropriate salary plus superannuation following the minimum requirements of the Superannuation Guarantee Administration Act 1992 (Cth).
- 20 days full-time equivalent annual leave per the National Employment Standards.
- Two days of volunteering leave.
- Additional leave, up to three days, between Christmas and New Year office shutdown period.
- Parental leave, as per the GECA Parental Leave Policy.
- The opportunity to work for a [Certified B Corporation](#), named one of the Best For The World™ B Corps for governance structures.