



# Work with us!

## Operations Officer

### About the position

We are seeking to appoint someone with strong customer service, administration and planning skills to join our Operations team in Canberra. This role is responsible for the efficient processing of candidate applications, timely allocation of tests to examiners and the delivery of high-quality customer service to deliver testing to NAATI candidates under the guidance of the Operations Supervisor.

Come and join a busy and purposeful team where you can access flexible work arrangements, professional development opportunities and a great workplace culture with passionate and dedicated people.

- Full time position (37.5 hrs per week)
- Role based in Canberra
- Salary based on the NAATI Enterprise Agreement 2024-2028 (Band 2)

### About you

- Experience in customer service or testing environments
- Well-developed administrative, communication and organisational skills
- A high level of attention to detail and a high level of accuracy
- Strength in following up open tasks and projects
- Well-developed Microsoft office skills

### About us

NAATI is the national standards and certifying authority for translators and interpreters in Australia. It is the only organisation to issue certification to practitioners who wish to work in this profession in Australia. Our vision is for a *connected community without language barriers*.

### How to apply

**Review the job description and criteria and if you think you would be suitable in this role, we want to hear from you!**

Please send an Expression of Interest (EOI) that includes a short cover letter and your current CV to us at [jobs@naati.com.au](mailto:jobs@naati.com.au)

**Applications close at 5pm  
Thursday 19 March 2026**

We will review applications as they come in and may commence initial discussions prior to the closing date.

