



Work with us!

Digital Testing Supervisor

About the position

We are seeking to appoint a Digital Testing Supervisor in our Melbourne team. This role is responsible for ensuring that NAATI's range of online tests are delivered in a high-quality, organised, and stress-free manner for candidates. This includes supporting candidates during their test sessions via live chat and providing timely and accurate assistance while troubleshooting basic technical issues.

Working under the guidance and closely with the Digital Testing Team Leader the position will organise schedules for casual staff to ensure adequate test session coverage and efficient delivery.

- Permanent full-time position (37.5 hrs per week)
- Role based in Melbourne
- Salary based on the NAATI Enterprise Agreement 2024-2028 (Band 3)

About you

- Demonstrated experience in customer service roles.
- Previous experience in supervising and supporting teams.
- Strong multitasking and organisational abilities.
- Proven ability for attention to detail and accuracy.
- Demonstrated experience working with customers from multicultural and linguistically diverse backgrounds. (desirable)
- Ability to speak a language other than English. (desirable)
- Experience in audio and/or video editing. (desirable)

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 we want to hear from you!

Please apply by sending an Expression of Interest (EOI) that includes a short cover letter and your current CV. Applications must be made via the SEEK apply button.

**Applications close at 5pm
Wednesday 11th November
2026.**

