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**JOB TITLE:** Admin and Customer Services Officer (office based)  
**DATE:** 20/09/18  
**REPORTS TO:** Office Manager and ultimately REAIE Committee  
**DIRECT REPORTS:** None  
**SALARY RANGE:** starting \$28 per hour plus Super **WORK HOURS:** 20 hrs per week Mon-Thurs.

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## **JOB DESCRIPTION**

<b>Purpose of role</b>	To provide effective administration and customer service support to the organisation and its membership.
<b>Main duties and responsibilities</b>	<ul style="list-style-type: none"><li>• To provide effective administration support to the organisation including supporting staff, committee and members.</li><li>• To provide efficient and effective customer service to members including reception and telephone duties, directing enquiries appropriately and problem solving as necessary.</li><li>• To assist the Office Manager in maintaining the membership and Professional Learning databases.</li><li>• To support with implementing the Strategic Business Plan</li><li>• To support with implementing the Marketing and Communications Strategy</li><li>• Organising membership packs and resources, stock taking, preparing for learning and promotional events, filing, archiving and minute taking.</li><li>• To support the implementation of the Professional Learning Plan.</li><li>• To accurately record and implement data and information as requested, including preparing financial information for the Finance Officer and generating reports as requested.</li></ul> <p>The above list is not exhaustive and the role may change to meet the overall objectives of the organisation.</p>
<b>Other duties</b>	Fulfil other duties as required by management and the REAIE Committee as requested/required.

## **PERSON SPECIFICATION**

<b>Qualifications</b>	<ul style="list-style-type: none"><li>• <i>A relevant qualification is preferred in admin and/ or marketing and communications.</i></li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• <i>A minimum of two years' experience in a similar role.</i></li></ul>

- *Demonstrable knowledge and experience of the Microsoft Office suite, manipulating databases and websites.*
- *Knowledge and experience of using Filemaker or similar required.*
- *Knowledge and experience of Survey Monkey and Mailchimp.*
- *Experience in a member based/not for profit organisation.*

## **Knowledge**

### **Skills & competencies**

- ***Customer Service Focused:*** *Committed to providing exceptional customer service across all channels – written, phone and face to face.*
- ***Communication:*** *The ability to communicate clearly and concisely, varying communication style depending upon the audience. Provides relevant, accurate and timely communications.*
- ***Integrity:*** *Consistently acts in a manner that promotes an open and honest and respectful workplace.*
- ***Decision Making:*** *Chooses appropriate course of action in a timely manner relative to the desired outcome.*
- ***Attention to Detail:*** *Excellent attention to detail and written skills when communicating with others, both internally and externally. Ability to solve complex problems and make appropriate decisions.*
- ***Commerciality:*** *Ability to apply knowledge in a practical, commercial manner.*
- ***Teamwork:*** *A willingness to assist and support others as required and get on with team members.*
- ***Time Management/Organisation:*** *Accomplish objectives effectively within time frame given, and carry out duties within portfolio in an efficient and timely manner.*

### **Personal attributes**

- To work autonomously and as part of a team.
- To build and maintain professional business relationships with key stakeholders and members.
- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

## **ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY MANAGEMENT**

.....  
Manager

.....  
Date