

## POSITION DESCRIPTION

<b>ROLE:</b>	<b>Membership &amp; Events Administrator</b>
<b>ROLE PURPOSE:</b>	Provide an important role as the first point of contact for the Association's members. Provide efficient and confidential administrative and operational support to HIA members and the HIA North Queensland team as required.
<b>WHAT DOES THE ROLE DO:</b>	The Membership & Events Administrator is responsible for maximising the value and benefits of HIA membership and services to existing and potential members. Providing administration support and coordination to the North Qld events team and providing prompt customer service and support, assist in achieving regional goals and budgets across various departments.
<b>HOW IS THE ROLE DONE:</b>	<p>The Membership &amp; Events Administrator will have a focus on the following:</p> <p><b>Membership Retention &amp; Recruitment</b></p> <ul style="list-style-type: none"> <li>• Supporting HIA's National &amp; Regional sales strategies and programs.</li> <li>• Supporting the regions strategic plan for Membership Retention &amp; Recruitment</li> <li>• Maximising the value to members by applying solution selling techniques.</li> <li>• Proactively engage with members to increase Members and Associate members to the Association.</li> <li>• Utilising local information and canvassing the region to identify potential new members to meet the region's membership recruitment target.</li> <li>• Support member servicing on-boarding of new members including internet joins, assist with setting up their online access and other electronic services such as Contracts Online</li> <li>• Updating and maintaining CRM database for members.</li> <li>• Other duties as required.</li> </ul> <p><b>Events Administration</b></p> <ul style="list-style-type: none"> <li>• Provide administrative support and coordination of North Qld events and coordinate local event execution where required.</li> <li>• Assisting with administering registrations, telemarketing organisation, and support to events in the region.</li> <li>• Supporting HIA's National &amp; North Qld Regional Events programs.</li> </ul> <p><b>Office Administration</b></p> <ul style="list-style-type: none"> <li>• All general office administration duties and member enquiries working on the front reception, taking all incoming calls, assisting walk-in members providing courteous and efficient servicing.</li> <li>• Administrative duties, including mail, banking, petty cash, invoicing, and purchase orders processing and assisting in managing debtors.</li> <li>• Provide efficient data entry to maintain accurate records and reporting for accounts, membership and other areas as directed.</li> <li>• Assist with processing stationery orders and payments when necessary.</li> <li>• Assist preparation of HIA electronic communication materials for members and click dimension monitoring.</li> <li>• Prepare correspondence and distribution of minutes of meetings as required.</li> </ul>

	<b>General</b> <ul style="list-style-type: none"> <li>• Provide a client-friendly service that caters for, and delivers on, HIA's member needs and ensures the delivery of quality customer service.</li> <li>• Work co-operatively with other staff and business units to achieve organisational objectives.</li> <li>• Maintain high standard work practices and ensure integrity, respect and confidentiality.</li> <li>• Utilise and learn software and technology as required.</li> <li>• Provide support to HIA North Queensland staff and Business units as required.</li> <li>• Other duties as required</li> </ul>
<b>KEY ACCOUNTABILITIES:</b>	<ul style="list-style-type: none"> <li>• Providing administrative support to the Cairns Branch Manager, North Qld events team, other HIA Business Units.</li> <li>• Meet established budget targets as required in Membership Retention and Stationery.</li> <li>• High quality reception and office service provision and general office support</li> <li>• Workflow up to date and of high quality.</li> <li>• Accuracy of data and communications.</li> <li>• Work co-operatively with other staff and business units to achieve organisational objectives.</li> <li>• Timeliness of reporting and meeting other administration timelines</li> <li>• Participating as part of the HIA team</li> </ul>
<b>ATTRIBUTES &amp; EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>• Demonstrated ability to reach and exceed sales and service targets.</li> <li>• Ability to procure new business opportunities.</li> <li>• Excellent interpersonal and communication skills, including written and verbal communications.</li> <li>• Excellent administration skills</li> <li>• Drive and commitment to achieving results via a "hands on" approach.</li> <li>• Professional presentation</li> <li>• Self-motivated with the ability to work within a team environment.</li> <li>• Computer literate with experience with using MS Office</li> <li>• A willingness to be work flexible and adaptable to the needs of the business.</li> <li>• Ability to demonstrate initiative and produce quality outcomes.</li> <li>• Professional presentation, outgoing and confident personality</li> <li>• Ability to work without supervision and be team oriented.</li> </ul>
<b>REPORTING:</b>	Branch Manager Cairns
<b>LOCATION:</b>	Cairns
<b>KEY INTERNAL RELATIONSHIPS:</b>	<ul style="list-style-type: none"> <li>• HIA Executive Director North Qld</li> <li>• HIA North Qld Events team</li> <li>• HIA North Qld staff</li> <li>• HIA Staff</li> <li>• General Manager- Events</li> <li>• General Manager- Membership</li> </ul>