

Position Description: *Administration and Membership Coordinator*, Flying Arts Alliance Inc

Status: 3-5 days/week, Initial 6 month contract period will apply.

Location: Judith Wright Centre of Contemporary Arts, Brisbane, Fortitude Valley

Reports to: Executive Officer

Direct Reports: NA

Purpose of the Role:

Contribute to the achievement of organisational goals through providing support to the Executive Officer and Chair of Board as well as effective planning and coordination of general office administration duties and the annual membership program.

Job Summary

Under the direction of the Executive Officer, the position is responsible for providing executive assistance, general office administration and coordination of the annual membership program.

Duties and Responsibilities

Executive assistance to Executive Officer and Chair of Board:

- Assisting with board papers
- Salesforce (CRM) and website refreshing
- Administration tasks including sponsorships and events

General Office Administration:

- Front office duties including answering and redirecting phone calls, attending to enquiries, greeting visitors
- Incoming and outgoing mail lodgement and recording, book couriers, manage bulk mail outs
- Update and maintain contact databases
- Ensure office is maintained in clean and tidy condition
- Provide and prioritise administrative support to the all staff as directed by Executive Officer
- Order and maintain office supplies
- Maintain archives
- Technical assistance for PC program management and troubleshooting
- Organise catering for events and board meetings
- Manage internal and external room hire, facilities and visitor car park bookings
- Maintain high level of customer service
- Coordinate and lead **Membership services:**
 - Receive and process membership applications
 - Coordinate Standard and Accredited Membership program including liaison with insurer
 - Maintain member register
 - Coordinate and develop member services
 - Coordinate new member recruitment
 - Collect, process and approve accredited member applications for Insurance
 - Provide information regarding insurance services and coverage limitation
- Review the Flying Arts Membership program annually and grow memberships to agreed targets

- other administration duties as required

Knowledge, Skills, and Abilities

- High level interpersonal communications skills with exceptional customer service ethic
- Highly process-oriented, with strong organisational and administration skills including database entry and management
- Knowledge and experience in the office administration and executive assistance
- Knowledge of modern office procedures and business communication, including email and phone communication, record keeping, formal letters, invoice and payment procedures and report writing
- Advanced proficiency with a PC computer and various software packages including Windows and MS Office including Word, Excel, and Outlook, and in particular proficiency with Wordpress, CRM
- Ability to liaise and work effectively with diverse stakeholders including board, external
- Ability to work fluently between multiple tasks
- Ability to establish priorities, work independently and proceed with objectives without supervision
- Ability to handle and resolve recurring problems, and work well under pressure.
- Ability to work in a small team in a fast paced office environment

Shared Values Required for Success

- **We are leaders** – We champion visual arts and create access to the arts for all. We elevate the contribution that artists make to all our lives.
- **We are diverse** – We embrace diversity and create art opportunities for all. We encourage divergent ideas and creative thinking.
- **We are respectful** – We commit to working with integrity and strong ethics. We uphold best practice in business and governance. We are open, welcoming and responsive.
- **We are passionate** – We love what we do and the difference we can make. We are excited by and informed about the power of the arts to improve lives.
- **We are enterprising** – We are courageous, confident and future focussed. We challenge our thinking and the status quo. We adapt to changing circumstances.
- **We are generous** - we give of our time, knowledge and resources to those who need our services. We encourage our supporters to give to enable us to do more.
- **We are Everywhen** - We honour our history. We draw on the past, are grounded in the present and build for future generations.

Key Selection Criteria

Essential

- Experience in office administration and/or executive assistance
- Exceptional organisational and time management skills
- Experience in high level administration and logistics support
- Experience in membership services
- Knowledge of/experience in database software
- First class customer service ethos
- High level written and verbal communication and interpersonal skills
- Proactive problem solving ability and attention to detail
- Demonstrated ability to work effectively in a small dynamic and agile team
- Demonstrated ability to work collaboratively and share knowledge

Desirable

- Qualifications in Administration or similar

Other Requirements

- Current Driver's Licence (preferable);
- A permanent right to work in Australia; and
- Ability to work outside regular office hours if and as required