

Position title	<i>Member Services Coordinator Queensland</i>
Reports to	<i>Executive Director – NSW/ACT/QLD Division, National Director Member Services</i>
Employment type	<i>Permanent (Full time)</i>

Purpose

This role fosters the link between members, prospective members and key stakeholders in Queensland with the services ACSA provides while maintaining and growing membership in these states.

Duties and responsibilities

- Contribute to the development and delivery of membership growth and retention strategies.
- Contribute to the development and delivery of the Queensland stakeholder engagement strategy
- Ensure that all strategies developed are in-line with ACSA National strategies and service plans
- Market member services in Queensland and promote the organisation including presenting/speaking at internal and external events/forums
- Promotion and delivery of local events including symposiums and working with other personnel facilitate stakeholder engagement meetings and events.
- Identify key local events and opportunities to attract new members
- Ensure that any specific member issues and needs are fed into the organisations planning for policy, government relations, education and events, member's services
- Assist the Executive Director – NSW/ACT/QLD Division to prioritise opportunities to promote the profile and value of ACSA and its membership.
- Assist the Executive Director – NSW/ACT/QLD Division in the management of the Queensland and Victoria Divisional Council and provide support to the Divisional Councillors.
- Take a lead in improving the way we conduct business remotely, providing suggestions and advice on the use of the various ICT platforms and shared communications.

Essential Competencies

Communication

- Communicate clearly and concisely in both written and verbal form
- Communicate effectively in group situations
- Remain calm under pressure and display diplomacy skills

Planning and Organising

- Prioritise work in terms of urgency and importance and schedule work activities in advance and be counted on to follow through on tasks
- Able to keep track of priorities and give supervisor early warning of possible problems
- Shows initiative and is proactive in looking for improvements to work practices

Customer Service

- Offer advice and services to meet customer needs and provide solutions to problems

- Deliver on promises made to customers
- Develops relationships with customers in order to achieve goals

Accountability

- Take responsibility
- Act with confidence
- Act on own initiative

Teamwork

- Understand others
- Adapt to the team
- Listen to others
- Consult others
- Communicate proactively
- Keep others informed
- Support others, as well as developing and communicating self-knowledge and insight

Analysing and interpreting

- Write clearly and fluently
- Write in an expressive and engaging style
- Analyse and evaluate information
- Make judgments

Qualifications and Experience

- Demonstrated strong experience in marketing (minimum 3 years)
- Qualification(s) in marketing, communications and/or events management
- Excellent interpersonal skills
- Exceptional organisation skills
- Able to work autonomously or within a team environment

Working conditions

- Ad-hoc duties may be required

Direct reports

N/A

Approved by:	<i>Signature of the person with the authority to approve the job description</i>
Date approved:	<i>Date upon which the job description was approved</i>
Reviewed:	<i>Date when the job description was last reviewed</i>