

POSITION PROFILE COORDINATOR MEMBERSHIP AND ADMINISTRATION

1. POSITION BACKGROUND

The Coordinator Membership and Administration is a full time position financed from income generated by Artsource from a number of sources.

2. POSITION IDENTIFICATION

Position Title: Coordinator Membership and Administration
Location: Fremantle
Hours: 37.5 hours per week
Reports to: Manager Membership Services
Salary: \$37,000 per annum
Last Updated: December 2011

3. FUNCTION OF THE POSITION

To assist in achieving the organisation's strategic objectives through provision of:

- A professional and welcoming presence at reception for the Fremantle office
- Exemplary service to members in promoting Artsource services
- Efficient coordination of membership applications and administrative duties

4. RESPONSIBILITIES

Membership & Communications

- 4.1 Encourage the effective use of Artsource services by existing members
- 4.2 Actively recruit potential members through effective promotion of Artsource services, including presentations to groups of potential new members
- 4.3 Respond to queries from members in a positive and professional manner with appropriate referral as required
- 4.4 Process all membership applications and renewals
- 4.5 Manage artists' information in the database; maintaining integrity and currency of that information
- 4.6 Update members news on the website
- 4.7 Collate and send fortnightly Ezine
- 4.8 Collate and send weekly Plus Mail; and record in database

Administration

- 4.9 Manage reception area, public area and library for Fremantle office and provide exemplary customer service for all face-to-face and telephone enquiries
- 4.10 General administration duties – receipting, payments, banking, mail, faxes, publication sales, ordering stationery, office tidiness
- 4.11 Update database as requested by all staff and produce mailing lists as required
- 4.12 Oversee maintenance of the Fremantle building and supplies to communal kitchen and toilets
- 4.13 Manage artwork in the Fremantle building that is owned and leased by Artsource, and on loan to Artsource
- 4.14 Assist the Manager Membership Services to coordinate and deliver professional development workshops and seminars to artist members
- 4.15 Provide administration support to Programs and other staff as required and as time allows

5. SELECTION CRITERIA

Essential

- Visual Arts background OR understanding of issues that affect artists
- Strong computer skills including word processing, databases and spreadsheets
- Well developed interpersonal and communication skills
- Sound organisational and administrative skills
- Sound problem solving skills
- Capacity to work unsupervised

Desirable

- Knowledge of database program Filemaker Pro and Powerpoint

6. PERFORMANCE MEASURES

All Staff

- Meets all agreed deadlines
- Provides accurate and reliable information and reports
- Demonstrates initiative in problem solving
- Communicates with staff, colleagues, members and clients in a manner that supports the values of the organisation
- Contributes constructively to team planning and development

Coordinator Membership and Administration

- Provides exemplary service to members leading to efficient handling of member queries and high level of member satisfaction
- Membership applications and renewals are processed in an accurate and timely manner; and records maintained in an orderly and consistent manner
- All zines include accurate and appropriate information and are sent by agreed deadlines
- All administrative tasks are undertaken in a timely and proficient manner with appropriate attention to detail