

POSITION DESCRIPTION – ADMINISTRATION & MEMBERSHIP OFFICER

ROLE IN BRIEF

Position title: Administration & Membership Officer

Reports to: Chief Operating Officer

Supports:

- Chief Executive Officer
- ARA Chair
- Company Secretary
- Events team
- Ad hoc support for the Executive team

The Administration & Membership Officer is a key support role within the ARA team.

The Administration & Membership Officer will support all elements of membership at the ARA, will be the ARA internal IT lead, will provide administration support to the team generally including the events team as required in the delivery of events.

The Administration & Membership Officer will become our membership database system guru (Memnet), ensuring the system is utilised by the team and supporting the team to ensure it is utilised across the business.

ABOUT THE ARA

We are the peak body for the rail sector in Australia and New Zealand and advocate on behalf of almost 200 member organisations across the rail industry.

Our members include every aspect of the rail industry, including:

- The passenger and freight operators that keep essential rail services moving
- The track owners, managers and contractors that deliver a safe and efficient rail infrastructure network
- The suppliers, manufacturers and consultants that drive innovation, productivity, and efficiency in the rail industry

We are a team of over 20, with our national office in Canberra and staff based remotely in Brisbane Sydney and Melbourne.

RESPONSIBILITIES

Responsibilities include:

- Supporting all administrative elements of ARA's membership processes (supporting with administration for new member enquiries, membership renewal processes etc)
- Being our internal IT support, liaising with team members to assist in resolving IT issues with our IT providers, maintaining our IT asset register, facilitating the purchase of new IT assets etc

- Supporting the ongoing use and maintenance of our internal SharePoint system, TARA. Acting as our internal liaison for team queries and ensuring these are addressed by our IT provider.
- Being our Memnet guru. Memnet is our internal Customer Relationship Management System. Supporting member and team enquiries or issues to ensure the system is always utilised, is embedded within the organisation and that content is up to date.
- Event administration, supporting the events team in preparing name tags, table plans, ensuring the accuracy of data in the system etc to ensure our events run smoothly
- Membership administration, sending letters to prospective members, managing our prospective members' list, supporting the onboarding of new members etc
- Managing the ARA's generic email account and any other general enquiries, directing enquiries to relevant staff and ensuring these are responded to in a timely fashion
- Other duties as and when required

SELECTION CRITERIA

To be successful in this role, you will have:

Essential requirements

- Experience working with a CRM system/s and SharePoint is preferable but not essential.
- A can-do attitude and a willingness to support our team and become our "Memnet Guru"
- Technology / IT savvy with experience working across the Microsoft Office Suite
- Highly organised with demonstrated ability to prioritise, meet deadlines, multi-task, and work well under pressure whilst maintaining confidentiality
- Excellent interpersonal and communication skills (written and verbal)
- Experience in an Association / working with in the membership space is desired but not essential.

PERSONAL ATTRIBUTES

- Team player, with an ability to establish strong working relationships
- Solution focused and willing to go the extra mile to achieve success
- Excellent work ethic, ensuring deadlines and targets are met
- At ease working under pressure and in a fast-paced environment
- Able to use initiative and make decisions autonomously
- Extremely organised and highly detail-oriented with excellent written and interpersonal communications skills
- Ability to professionally and confidently interact with external stakeholders, including members, industry stakeholders and suppliers
- Enjoy handling administrative tasks and can handle a high volume of work with a sense of urgency, without letting quality slip.