



## Membership Coordinator

The Australian Institute of Training and Development (AITD) is a not-for-profit membership organisation which fosters excellence in individual and organisational learning. An exciting opportunity has become available for an enthusiastic and experienced administrator to join our team as Membership Coordinator.

### About the Role

The Membership Coordinator is responsible for successfully recruiting and retaining members and securing delegates for AITD events. This will involve actively pursuing targets for membership and event registrations, developing strategies to improve membership retention and generate new membership leads, maintaining accurate database records and a variety of other administrative tasks.

### About You

Providing a high level of customer service to members and prospective members, you will have excellent communication and administrative skills. You will have a background in membership or administration, and an ability to meet or exceed monthly targets by generating and following up on leads. This role would suit an outgoing, organised person who wants a challenging role in a friendly, collaborative work environment.

### Selection Criteria

The successful candidate will possess the following experience, skills and attributes:

- Minimum 3 years relevant experience, ideally within a similar environment.
- Excellent organisational and administrative skills, with an emphasis on attention to detail and meticulous record keeping.
- Strong relationship building, customer service and communication skills.
- Demonstrated experience in meeting monthly targets and the ability to close a sale.
- Ability to prioritise and manage own tasks, working independently to achieve targets.
- Advanced skills with Microsoft Office (including Word, Excel and Outlook).
- Experience with membership or events database software is desirable.

### Remuneration

A remuneration package (salary + super) of between \$55,000-\$65,000 plus performance bonus will be negotiated with the successful candidate based on skills and experience.

### How to Apply

Please forward a current resume with a brief cover letter describing how you meet the selection criteria to the AITD Chief Executive Officer, Elizabeth Robinson, at [ceo@aitd.com.au](mailto:ceo@aitd.com.au).

All applications must be received by 5pm on **Friday 24 July 2015**. For more information, please contact Elizabeth Robinson via [email](mailto:ceo@aitd.com.au) or telephone 02 9211 9414.

## Position Description

<b>Position Title</b>	<b>Membership Coordinator</b>
<b>Location and hours:</b>	Full time position based in Surry Hills
<b>This position reports to:</b>	Chief Executive Officer
<b>Key working relationships</b>	AITD staff, Board Directors, Divisional Councils, AITD members and prospective members, event delegates
<p><b>Position Objective:</b>            The Membership Coordinator’s objective is to successfully recruit and retain members and secure delegates for AITD events. This will involve actively pursuing targets for membership and event registrations, developing strategies to improve membership retention and generate new membership leads, maintaining accurate database records and a variety of other administrative tasks.</p>	
<p><b>Main responsibilities:</b></p> <ol style="list-style-type: none"> <li>1. Developing and implementing membership and event sales strategies.</li> <li>2. Converting warm leads to event and membership sales through outbound calls.</li> <li>3. Working to monthly targets, and provide timely and accurate reporting to management regarding membership and event activity.</li> <li>4. Responding to online and phone enquiries from members, prospective members, and event delegates.</li> <li>5. Building and maintaining relationships with corporate members.</li> <li>6. Completing the end-to-end administration for membership, including:               <ul style="list-style-type: none"> <li>▪ Accurately creating and maintaining records for members and prospective members in the membership database and website database.</li> <li>▪ Maintaining member profiles and access on the AITD website and social media platforms.</li> <li>▪ Monitoring and processing new and renewal membership payments.</li> <li>▪ Issuing new member packs, membership renewal notices and other documentation.</li> <li>▪ Maintaining contact with current members to ensure that all membership requirements are being met.</li> <li>▪ Producing reports on member activity, membership lists and other reports as required.</li> </ul> </li> <li>7. Completing the end-to-end administration for events, including:               <ul style="list-style-type: none"> <li>▪ Accurately create, maintain and update records for event delegates in the membership database and website database.</li> <li>▪ Invoicing, processing event payments and maintaining accurate event attendee records.</li> <li>▪ Generate delegate lists, delegate materials and other materials as required.</li> <li>▪ Liaising with venues, speakers and local event managers as required.</li> </ul> </li> <li>8. Undertake general office duties, including preparing mail for collection, to contribute to the overall administrative functions of AITD.</li> <li>9. Perform other duties as directed by the CEO.</li> </ol>	