

SA Writers Centre

Administration and Membership Coordinator

part time (0.6) 12 month contract
\$48,000 pro rata, plus superannuation

SA Writers Centre is a not for profit membership organisation, with around 1200 members statewide. It is the key organisation for writers in SA, working to foster, develop and promote writers and writing, and to support a diverse literary culture since 1985.

Position Summary

The Administration and Membership Coordinator role is the first point of contact for members and the public. The position is responsible for reception and customer service duties, general office administration, handling program and venue bookings, processing payments and undertaking simple daily reconciliations, data entry, and supporting the staffing team in the delivery of membership services.

The position is offered 3 days a week, Tuesday – Friday, 9am – 5pm, to cover office opening hours, for a period of 12 months.

Reporting

This position reports to the Director, and works closely with the Program Manager and Marketing Manager. There is no staff supervision, however from time to time the position may support the supervision of volunteers.

Conditions

Employees are required to undergo DCSI Child Related Employment Screening Check. A 3 month probationary period will apply. SA Writers Centre is an Equal Opportunity Employer.

To Apply

Applications close **5pm Friday 5 February**.

Applications must be emailed to Sarah Tooth at: sarah@sawriters.org.au

Applicants must provide:

- a current resume
- a statement addressing the selection criteria of **no more than 2 pages**
- names and contact details of 2 referees

For enquiries, please contact Sarah Tooth, sarah@sawriters.org.au or 08 8223 7662.

Position Description

- Undertake general reception duties.
- Provide professional, friendly and efficient service to current and potential members and customers via phone, email and in person.
- Ensure efficient customer service procedures are in place and adhered to.
- Undertake daily office administration tasks including collecting mail, refilling office supplies and staff amenities etc.
- Oversee regular purchasing and management of stationary and office supplies and maintenance of office equipment.
- Process payments online, in person and over the phone for membership, program bookings and other sales, and record these sales in database and MYOB, as required.
- Reconcile daily payments and transactions.
- Maintain and reconcile petty cash.
- Maintain member records and contact databases.
- Manage event bookings.
- Manage venue bookings.
- Ensure smooth delivery of membership services, including responding to member enquiries.
- Managing member writing groups.
- Assist with updating and coordinating website
- Develop knowledge of the writing and publishing industry to ensure the accuracy and relevance of advice and information.
- Comply with all reporting requirements, including collecting and recording data and statistics and maintaining an efficient and correct record keeping system.
- Ensure all SA Writers Centre Policies and requirements are met, including Equal Opportunity, Child Safety and WH&S requirements, to support a safe and productive workplace.
- Other duties as may be required from time to time.

Selection Criteria

Essential

1. Administrative and data entry experience
2. Customer service or reception experience and proven ability to handle customer enquiries politely and efficiently
3. Money handling experience
4. Excellent people and communication skills
5. Very high level computer skills including experience using spreadsheets, databases, websites, email and shared calendars
6. A fast, friendly and flexible team player

Desirable

7. Knowledge of the writing community, or publishing industry, or willingness to research and learn
8. Basic MYOB knowledge, or ability to learn
9. Knowledge of cloud based project management software
10. Experience in working in arts, small NFP organisations, or other small team environments.