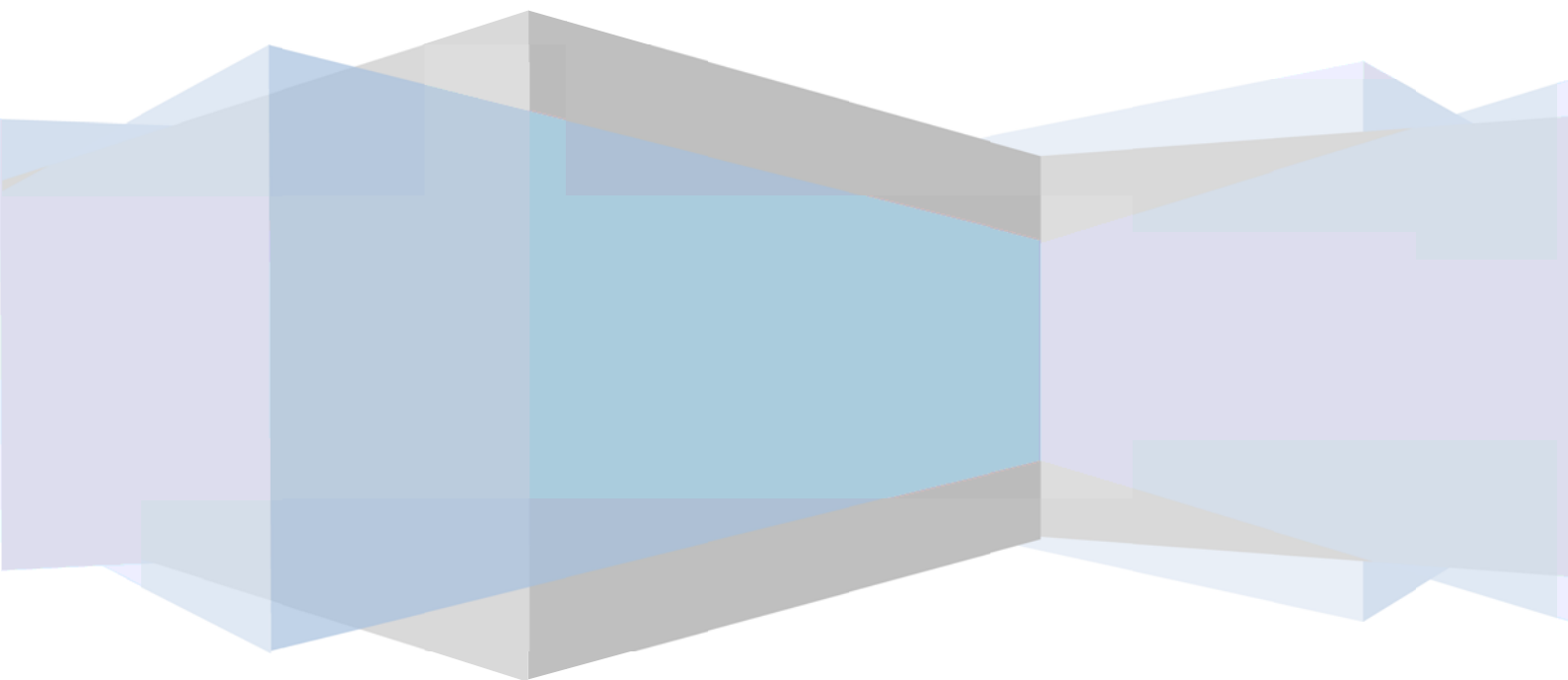




Media, Entertainment & Arts Alliance

Member Central Consultant

Position Description



About the Media, Entertainment & Arts Alliance

The MEAA is the union and leading advocate for performers, journalists, crew and all other workers in the media, entertainment and arts industries and has over 15,000 members.

Building on our proud history we aim to empower the people who inform and entertain Australia through:

- **Protect & advance our rights at work:** Improving our members' income and conditions, providing timely and expert advice to members, enforcing members' rights at work and promoting safe and respectful workplaces.
- **Build Power:** Recruit and grow leaders, activists and supporters, ensure best practice governance and accountability, continue staff development and build strategic alliances.
- **Build Community:** Utilise communications to engage and activate, remain relevant throughout members' lives, reach out to new areas and be the creative hub.
- **Shape our Industries:** Be the respected and authoritative voice across all of our industries, influence policy, mobilise our membership and broaden our sphere of influence.
- **Provide Services that our members and potential members' value:** Find out what is important to our members and potential members and work together to instigate change.

Our Members

Our members include people working in television, radio, theatre and film, entertainment venues and recreation grounds, as journalists, actors, dancers, sportspeople, cartoonists and photographers, orchestral and opera performers, as well as people working in public relations, advertising, book publishing and website production.

Our Locations and Staffing

The MEAA national office is in Redfern in Sydney.

There are branch offices located in Melbourne, Brisbane, Adelaide and Perth.

MEAA represents its members who are based throughout Australia.

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Overall Purpose

Member Central Consultants provide outstanding service to MEAA members by answering questions, troubleshooting industrial issues, allocating matters to the relevant teams, updating membership details, outlining campaign activities and asking people to become part of MEAA. Member Central Consultants may handle a high volume of inbound or outbound calls and should seek to create a positive experience for each caller.

Hours of work

MEAA seeks a Member Central Consultant to work on a **part-time basis of 22.8 hours** per week.

Specific roles

- Outbound and inbound calling and email
- Responding promptly and efficiently to membership enquiries
- Engaging in active listening to members, clarifying information
- Actively engaging members in campaigns
- Asking people to join MEAA
- Maintaining a positive, empathetic and professional attitude towards members at all times
- Using membership database appropriately
- Outbound calls to update financial information
- Making recommendations based on individual member needs
- Allocating case matters to the appropriate team
- Adhering to MEAA policy
- Keeping membership database up to date
- Keeping records of members interactions using CRM database
- Produce call reports

Performance measures:

- Managing large amounts of inbound and outbound calls in a timely manner
- Following scripts when handling different topics
- Working as a team to complete weekly priorities
- Identifying needs, clarify information, and provide solutions
- An increase in members engaging in campaigns
- An increase in member join ups
- Appropriate allocation of case matters
- Maintain CRM records
- Follow up initial contacts
- Provide daily, monthly reports

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Attributes:

The Member Central Consultant will work closely with the Director, Industrial and the Director, Organising. They will have strong phone and verbal communication skills, active listening skills, customer focus and adaptability to different personality types. They will also have the ability to multi task, set priorities and manage time effectively to ensure members' needs are met.

Reports to:

- Director Industrial

Applications close Monday 18 January 2021