

## Position description

---

<b>POSITION:</b>	<b>Administration Officer</b>
<b>LOCATION:</b>	Level 7, 222 Exhibition Street Melbourne VIC 3000
<b>EMPLOYMENT:</b>	Fixed term contract, ending 31 December 2021, with intention to extend.
<b>FTE:</b>	0.8 - 1.0FTE (30.4 - 38 hours per week, negotiable)
<b>REPORTING TO:</b>	General Manager
<b>CURRENT:</b>	January 2021

---

### COMPANY PROFILE

The Energy Efficiency Council is a not-for-profit membership association for businesses, universities, governments and NGOs. Founded in 2009, the Council's members are diverse, but are united by a common cause: building a sophisticated market for energy management products and services that delivers:

- Healthy, comfortable buildings;
- Productive, competitive businesses; and
- An affordable, reliable and sustainable energy system for Australia.

The Energy Efficiency Council's vision is to make Australia a global leader in smart energy management. To this end, the Council works with its members and partners to:

- Drive ambitious government policy by advocating for smart energy management policies and programs that deliver for all Australians;
- Support business decision making and growth with trusted, impartial information on energy so they have confidence making the right energy management investments; and
- Build the quality of energy management products and services by delivering training and professional development to energy management professionals across Australia.

Energy management encompasses a wide range of practices and technologies including energy efficiency, demand management or load shifting, and demand response. Smart energy management makes our buildings healthier and more comfortable, our businesses more productive, and our energy system more affordable.

The Council has five general divisions of activity to support the Council's agenda and the operationalisation of the Council's vision;

- Membership and partnerships;
- Policy and advocacy;
- Events;
- Training and sector development; and
- Projects.

## **JOB PURPOSE**

The Council is seeking someone who is interested in, and engaged with, Australia's energy sector, and who possesses excellent administrative, organisational, interpersonal and communications skills. Experience in an industry association or member-based organisation will be considered favourably.

Reporting to and under the direction of the General Manager, the primary focus of this role is to provide administrative support to the operational aspects of the organisation, including the provision of member services, the delivery of the administrative aspects of the events and training programs (Sector Development) and general office administration, to ensure they are delivered efficiently and effectively. The role is also responsible for the ongoing maintenance of the Customer Relationship Management system (CRM) to ensure this important business asset is current and accurate, which underpins the successful delivery of the Council's activities.

This will include;

- Administrative and governance support to the General Manager, including general office and finance administration;
- CRM administration;
- Administrative support of member services, events and training delivery; and
- Administration of the CEO's diary and travel administration for CEO and key staff.

The Administration Officer will be highly motivated, with a track record of demonstrating initiative, acting autonomously, and having a keen attention to detail. The Administration Officer will have excellent interpersonal, analytical, and oral and written communication skills, and a minimum of three (3) years' experience in an administrative role.

## **KEY DUTIES**

Provide administrative support to all operational areas of the Council as directed by the General Manager to ensure the smooth and efficient day to day running of the office, and assist in the completion of general administrative activities associated with the provision of the Council's member services and events and training delivery. This role is responsible for the timely maintenance of the CRM to ensure it is current and accurate. In addition, this role will administer the meeting scheduling and travel administration of key staff, including the CEO. The role requires a willingness to be a strong team member, an ability to use initiative to solve problems, and to demonstrate outstanding organisational skills, agility and resourcefulness.

The Administration Officer should undertake these duties to fulfil the following goals:

- Support the General Manager in operationalising the Council's policy and advocacy agenda and vision, and the general administration of the organisation;
- Ensure the maintenance of a current and accurate member and non-member database (CRM);
- Support the efficient and effective delivery of member services;
- Support the successful delivery of the events and training programs;
- Successfully administer the CEO's diary;
- Support key staff in travel administration; and
- Assist in the achievement of the Council's strategic objectives.

The Council is a small and flexible organisation. The successful candidate will be required to work on a range of cross-organisational administrative activities on an ad hoc basis, in collaboration with colleagues and external stakeholders to meet the Council's overall goals.

## KEY RELATIONSHIPS

Direct reports: None

Reports to: General Manager

Internal relationships: Chief Executive Officer  
Manager, Sector Development  
Manager, Events and Communications  
Other Council staff

External relationships: Council membership.

## Key Selection Criteria

---

### SKILLS, EXPERIENCE AND BEHAVIOURAL COMPETENCIES

#### *Essential skills and experience*

- Proven prior experience in an administrative role (prefer 3+ years);
- Customer service experience;
- Experience in the delivery of events and/or training;
- Demonstrated experience in diary management;
- Very high level of attention to detail and accuracy;
- Excellent verbal and written communication;
- Knowledge of clerical and administrative procedures and systems, and basic office management;
- Extremely well organised, self-motivated and independent with an ability and the agility to prioritise tasks;
- The ability to create and effectively coordinate administrative processes that are effective, efficient and robust;
- Stakeholder management; ability to interact confidently with members and colleagues and build on ongoing relationships;
- Ability to adapt to changing circumstances and priorities;
- Knowledge of operation of standard office equipment; and
- High competency in Microsoft Office suite, CRM and database systems, with the ability to quickly learn new programs.

#### *Desirable skills and experience*

- Working in a membership organisation, industry body or non-profit organisation;
- Working in local, state or federal government; and
- Working in the Australian energy sector.

#### *Education an advantage*

- Certificate or Diploma in Business Administration; and/or
- Tertiary degree (or working towards) in communications and marketing, engineering, environmental science, political science, public policy or similar.

#### *Personal attributes*

The interview process will also assess the following behavioural competencies. However, you do not need to specifically address the following criteria in your application:

- Well-presented and able to liaise with senior executives and external stakeholders.
- Ability to multi-task, to work on own initiative and to manage workload independently.
- Extremely well organised.
- Self-motivated and results driven, with integrity.
- Adaptable and flexible in outlook.

### KEY EMPLOYMENT CONDITIONS

- Melbourne-based candidate preferred;
- Office based position in the Melbourne CBD (currently working remotely under COVID-19 conditions);
- Four – five days per week (30.4 – 38 hours, 0.8 – 1.0FTE);
- \$65,000 per annum (including superannuation) for 1.0FTE, pro-rated to 0.8FTE as appropriate;
- Some out-of-hours work may be required; and
- Some interstate travel may be required.

## Key Accountabilities

Accountability	Measurables / KPI
<p><b>Administrative and governance support to the General Manager</b></p> <ul style="list-style-type: none"> <li>• Answer the telephone and resolve voicemails, respond to or allocate general email inquiries;</li> <li>• Provide general support to visitors;</li> <li>• Manage meeting room bookings within the building, set up meeting rooms (AV and refreshments);</li> <li>• Accounts support (eg reconcile debit cards);</li> <li>• Governance support, including the administration of the Corporate Calendar', particularly governance-related events;</li> <li>• Support the CEO with diary management and the CEO and other key staff as required with making travel arrangements;</li> <li>• Keep the website up-to-date as directed;</li> <li>• Provide administrative support to maintain a logical and cohesive central Dropbox structure to ensure other Council staff can readily access documentation; and</li> <li>• Other general office administrative duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent customer service; <ul style="list-style-type: none"> <li>○ Friendly telephone manner;</li> <li>○ Greet and escort guests to meetings;</li> <li>○ Resolve incoming emails within agreed timeframes;</li> </ul> </li> <li>• Meetings within the building delivered smoothly and on schedule;</li> <li>• Corporate Calendar is current; <ul style="list-style-type: none"> <li>○ Attendees invited; and</li> <li>○ Correct meeting details provided (meeting room and/or teleconference);</li> </ul> </li> <li>• Website is current;</li> <li>• Maintain a well-administered Dropbox system; and</li> <li>• Tasks completed within agreed timeframes to a high quality, with minimal errors.</li> </ul>
<p><b>Maintain current and accurate CRM (Memnet)</b></p> <ul style="list-style-type: none"> <li>• Manual entry of new contacts;</li> <li>• Sort and file new registrants; <ul style="list-style-type: none"> <li>○ Newsletter signups;</li> <li>○ Event attendees; and</li> <li>○ Training registrants;</li> </ul> </li> <li>• Allocate appropriate attributes, especially member and non-member mailing attributes;</li> <li>• Cross check with mailing system communications delivery report; resolve undeliverable and unsubscribed contacts;</li> <li>• Resolve duplicate people;</li> <li>• Close events and training at their completion and resolve the attendees into their appropriate member record; and</li> <li>• Maintain current and accurate list of 'Major Report Recipients' with appropriate attributes.</li> </ul>	<ul style="list-style-type: none"> <li>• All new registrants appropriately allocated to a member record with correct mailing attributes;</li> <li>• All events and training attendees appropriately allocated to a member record with correct mailing attributes;</li> <li>• No contacts or registrants are duplicated or are missing mailing attributes;</li> <li>• Mailing system contact report used to resolve out of date contacts;</li> <li>• Member contacts confirmed annually for currency and accuracy; and</li> <li>• 'Major Report Recipient' report current and accurate.</li> </ul>

<p><b>Support delivery of member services</b></p> <ul style="list-style-type: none"> <li>• Assist the membership renewal process; <ul style="list-style-type: none"> <li>○ Communicate with members when their membership renewal is due, including sending the membership renewal invitation;</li> <li>○ Confirm currency and accuracy of CRM member contacts and mailing attributes at annual membership renewal; and</li> <li>○ Process member payments.</li> </ul> </li> <li>• Assist the onboarding of new members; <ul style="list-style-type: none"> <li>○ Create Board paper for new membership applications;</li> <li>○ Generate membership certificates;</li> <li>○ Add new members to website;</li> <li>○ Send Welcome Pack to new members; and</li> <li>○ Liase with new member to ensure the CRM member contacts and mailing attributes are complete and accurate;</li> </ul> </li> <li>• Generate current and accurate mailing list appropriate to the scheduled member communication.</li> </ul>	<ul style="list-style-type: none"> <li>• Currency and accuracy of member, member contacts and mailing attributes updated in CRM through membership renewal process;</li> <li>• New members onboarded successfully; <ul style="list-style-type: none"> <li>○ Welcome Pack issued;</li> <li>○ CRM updated with member and subscriptions statuses;</li> <li>○ Member added appropriately to EEC website; and</li> <li>○ Complete and accurate CRM member contacts and mailing attributes.</li> </ul> </li> <li>• Generation of current and accurate mailing lists as requested; <ul style="list-style-type: none"> <li>○ Non-member;</li> <li>○ Member;</li> <li>○ Senior Member; and</li> <li>○ Other Member.</li> </ul> </li> </ul>
<p><b>Support delivery of events and training programs</b></p> <ul style="list-style-type: none"> <li>• Support communication of the events and training program through the generation of a mailing list appropriate to the event or training program from the CRM;</li> <li>• Set up events and training registration pages in CRM and on website, noting CPD opportunities on all events and training;</li> <li>• Support marketing of the events and training program by drafting marketing materials, including emails (from templates), on an ad-hoc basis;</li> <li>• Assist with pre-event and training administration; <ul style="list-style-type: none"> <li>○ Trainer liaison;</li> <li>○ Venue bookings (in-person);</li> <li>○ Teleconference bookings (online);</li> <li>○ Preparation of materials (eg course materials, name badges, attendee lists and attendance certificates); and</li> <li>○ Other administrative support as required.</li> </ul> </li> <li>• Assist with on-site and online delivery of events and training as required from time to time;</li> </ul>	<ul style="list-style-type: none"> <li>• Generation of current and accurate mailing lists as requested;</li> <li>• Registration pages in CRM and on website are set up accurately for attendees to register for events and training courses;</li> <li>• Marketing materials drafted with accuracy and timeliness, and to a high standard;</li> <li>• Support the successful delivery of the events and training program; <ul style="list-style-type: none"> <li>○ Venues are booked accurately according to event and training calendars (within Corporate Calendar); <ul style="list-style-type: none"> <li>▪ In person; and</li> <li>▪ Online.</li> </ul> </li> <li>○ Materials are prepared accurately and to a high quality; and</li> <li>○ Attendance certificates for CPD provided as requested.</li> </ul> </li> <li>• Application forms for certification training courses processed accurately and in a timely manner.</li> </ul>

<ul style="list-style-type: none"> <li>• Assist with data entry of application forms into spreadsheets for the certification training courses (CEM and CMVP);</li> <li>• Assist with annual certification renewal processes (CEM and CMVP); and</li> <li>• Create and deliver attendance certificates for First Fuel (podcast/webinar) attendees as requested for CPD purposes.</li> </ul>	
<p><b>Health and safety</b></p> <ul style="list-style-type: none"> <li>• Adhere to the guidelines of the HR Policy &amp; Procedures Manual;</li> <li>• Responsible for the health and safety of self and others;</li> <li>• Report all potential hazards immediately; and</li> <li>• Assist to investigate all health and safety issues raised and implement corrective actions;</li> </ul>	<ul style="list-style-type: none"> <li>• Proactive OHS approach.</li> </ul>