

## POSITION DESCRIPTION

<b>Job title</b>	RAP Program Support Officer
<b>Reporting to</b>	RAP Program Manager
<b>Classification level</b>	RA Level 3
<b>Salary range:</b>	\$50,000 - \$55,000 per annum plus superannuation
<b>Term:</b>	Full-Time, Fixed-Term until 30 June 2023

### ORGANISATIONAL OVERVIEW

Reconciliation Australia is an independent, national, not-for-profit organisation promoting and facilitating reconciliation by building relationships, respect and trust between the wider Australian community and Aboriginal and Torres Strait Islander peoples. Our vision is for a just, equitable and reconciled Australia.

### POSITION PURPOSE

The RAP Program Support Officer supports the activities of the RAP Program and is the first point of contact for all public, phone and email enquiries. The RAP Program Support Officer will have a strong customer service focus, ensuring the effective processing of RAPs and exemplary service delivery to our RAP partners. The role involves managing the day-to-day communication and administrative functions of the program.

### DUTIES

Communication and Collaboration	<ul style="list-style-type: none"> <li>• Accurately respond to or identify appropriate points for referral for all email and phone enquiries from stakeholders and the wider public.</li> <li>• Provide highly effective and accurate administrative support, including handling all basic correspondence, phone enquiries and emails.</li> <li>• Assist in the preparation of presentations, reports and papers.</li> </ul>
Database Management	<ul style="list-style-type: none"> <li>• Maintain accurate records in the RAP (Salesforce) database, including: <ul style="list-style-type: none"> <li>○ Maintain records for enquires and cases in database logs</li> <li>○ Appropriately assign responsibility for specific tasks and partner relationships</li> <li>○ Update and maintain contact details and track engagement activity in the RAP (Salesforce) database.</li> <li>○ Maintain effective records in the reporting system.</li> <li>○ Maintain and update contact database and distribution lists.</li> <li>○ Monitor and support RAP team members to ensure accurate record keeping across the team, including maintaining appropriate business rules</li> </ul> </li> </ul>
Event Support	<ul style="list-style-type: none"> <li>• Support RAP team in delivering exemplary online and in-person events to meet the needs of RAP partners and other</li> </ul>

	key stakeholders. Activities include: logistics, registration, materials preparation.
Customer Service	<ul style="list-style-type: none"> <li>• Deliver seamless client focused service underpinned by simplified and efficient processes.</li> <li>• Understand and anticipate Reconciliation Australia's needs and convert these into effective solutions.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Undertake other reasonable additional duties as directed by the RAP Program Manager.</li> </ul>

### **SELECTION CRITERIA**

1. Strong customer service and liaison skills including high level written and oral communication with the ability to work effectively with a diverse range of people and the wider public.
2. Well-developed computing skills encompassing word processing, data entry, spreadsheets and use of the internet.
3. Extensive work experience in an administrative office environment. Prior experience within a not-for-profit environment would be highly regarded.
4. Excellent organisational skills, including the ability to meet tight deadlines and prioritise work tasks in a fast paced office environment.
5. Demonstrated ability to use initiative and work under limited supervision.
6. An awareness and understanding of Aboriginal and Torres Strait Islander peoples, their cultures, and issues affecting them.

#### Desired:

1. Prior experience with Salesforce or other CRM systems.