

## **Position Description: Membership Officer (MO)**

Established in 1988, the Australasian College of Road Safety, based in Canberra, is Asia-Pacific's leading membership association for road safety professionals, advocates, and members of the public who are focused on saving lives and serious injuries on our roads. We are an incorporated association established under the *Associations Incorporation Act 1991 (ACT)*.

### **Our Vision:**

The elimination of fatal and serious injury on the road.

### **Our Purpose:**

To support our members in their efforts to eliminate serious road trauma through knowledge sharing, professional development, networking and advocacy.

### **Our Objectives:**

- To provide a common meeting place and collaborative college available to all participants and stakeholders in road safety
- To share road safety knowledge and promote further research and evaluation to deepen the road safety knowledge base
- To promote and support professional development and networking in pursuit of our overall objective
- To promote a collegial and collaborative climate amongst all those with responsibilities for and working in road safety
- To actively foster greater communication, cooperation and support amongst all groups and individuals working in road safety
- To support members in improving relative safety outcomes for vulnerable demographic and user groups within the community
- To promote post-crash policies and practices which support our other objectives
- To promote road safety as a critical organisational objective within government, business and the community
- To promote and advocate policies and practices that support a harm elimination agenda within society.

College membership includes individuals and organisations involved in all areas of road safety including policy makers, academics, community organisations, researchers, federal, state and local government agencies, private companies and members of the public.

The College has had considerable success in recent years in pursuing road safety reform and is highly regarded as an important and influential organisation. The role of the College continues to strengthen and many opportunities will arise to expand its effectiveness.

### **Responsibilities**

The MO is responsible to the Chief Executive Officer (CEO) and will liaise regularly with other ACRS staff. This key role is to maintain contact and relationships with existing corporate and personal members and implement membership recruitment programs.

In the coming 12 months, under the guidance of the CEO, the MO will assist in the replacement of the ACRS Client Relationship Management (CRM) database.

The position has a national focus but is based in the Canberra office in Pearce, with the ability to work from home /remotely if required. We are a close-knit Not-for-Profit (NFP) with a small team located in Canberra and others working remotely. ACRS are going through a period of growth and are looking for staff keen to improve our systems so we can make an even bigger impact on road safety.

### **Selection Criteria**

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1. Proven track record in data entry and customer service-related roles with a high level of attention to detail;
2. Strong organisational skills with the ability to manage and prioritise workload, demonstrate initiative and work under pressure to meet deadlines;
3. Demonstrated ability to grasp new information, answer queries quickly and seek relevant information;
4. Demonstrated experience in a range of software including Microsoft 365, WordPress, Mailchimp and Xero (or equivalents);
5. Strong analytical, written, verbal and interpersonal communication skills and the ability to communicate effectively with individuals at all levels;
6. A high degree of autonomy and a strong professional ethic of teamwork, adaptability and agility.
7. Demonstrated experience with the maintenance of a CRM database, including importing/exporting, formatting, cleaning, segmenting, testing and preparing reports;
8. Demonstrated experience in and knowledge of a membership program;
9. Proven ability to communicate and sell effectively to a range of audiences.

The following are highly regarded:

10. Experience in a membership-based or not-for-profit (NFP) organisation;
11. Obtained a recognised certificate/degree in a relevant field.

### **Duties**

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The key duties may include but are not necessarily limited to:

#### **Membership**

- Responsible for the management and maintenance of the ACRS Membership database;
- Process membership applications and manage new member onboarding;
- Process membership renewals, payments and receipts and reconcile accounts;
- Process payments over the phone / internet when required;
- Contact members over the phone when required, including following up upcoming/overdue payments;
- Work closely with bookkeeping staff to ensure that payments are recorded correctly;
- Accurate data entry and maintenance of database records;
- Monitoring data integrity across the membership database and associated systems and resolving any issues;
- Generate regular and ad hoc membership reports;
- Develop and implement strategies to attract new members and retain existing members;
- Dealing with enquiries from current and prospective members and the general public;
- Engage with new members to promote peer connections;
- Responsible for the management and maintenance of the MailChimp email distribution lists

## Ad hoc

- Assist at member events and conferences;
- Other appropriate duties as requested;
- Travel as required by the CEO.

## Remuneration

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The MO position is 0.4 FTE-0.6FTE and based at the College offices in the suburb of Pearce, Canberra. Payment will be negotiated based on the successful applicant's skills and experience (range \$28 - \$35 hourly).

The successful candidate will be offered a 12-month contract, with the possibility of extension.

## Applications

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To apply for this role, please apply through Ethical Jobs with your resume and cover letter, addressing the Selection Criteria. Please contact Anna on 0407 297 248 for more information.

As part of the recruitment process you will be required to provide national police clearance and working rights check. **Only applicants with the right to work in Australia will be considered for this role.**

Referee details for short-listed applications can be provided at interview.

**Closing Date:** Monday 19 July 2021