



Australian Education Union

T A S M A N I A

Position Profile

Position Title:	Data and Membership Assistant
Employment Status:	Permanent
FTE:	1.0FTE, 35 hours per week, with option of nine-day fortnight.
Salary Level:	Level 2 Rung 3, \$66,236 (AEU Tasmanian Branch Employees Agreement 2024).
Superannuation:	15% per annum
Leave entitlements:	Four weeks (20 working days) annual leave
Leave Loading:	Leave Loading, or holiday pay, of 17.5%.
Family friendly:	Flexible and family friendly work arrangements.
Location:	Hobart

Position Purpose

Utilise multiple communication channels, including email and phone, to effectively collect, verify, and update AEU membership data. Leverage Constituent Relationship Management (CRM) software to maintain accurate and up-to-date member records, ensuring consistency and reliability. Regularly review and validate AEU member information to prevent discrepancies and enhance data integrity.

Provide dedicated support to individual members by addressing their membership-related inquiries, resolving issues, and assisting with updates or changes to their records in a timely and professional manner.

DUTIES

Data entry and accurate records maintenance

- Accurately input, update, and maintain member data in relevant databases, spreadsheets,





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and systems.

- Investigate and resolve payment discrepancies.
- Routine data checking against lists to assess integrity of records.
- Regular data quality checks and updating details as required.
- Utilise data entry software, CRM systems, and other relevant tools for efficient record management.
- Ensure proper filing, archiving, and retrieval of documents as needed.

Supporting members

- Handle and respond to queries (phone/email) concerning membership fees and other related matters.
- Conduct outbound calls to members for data gathering and updating of membership related information.
- Generate and send routine correspondence from pro-forma documents and other non-pro-forma correspondence as appropriate.
- Ability to follow procedures such as directing queries appropriately and processing member onboarding/resignations.

Administration - General, Computer and Software

- Familiarity with electronic records management systems
- Process membership payments, confirm renewals, and update records accordingly.
- Scheduling member reimbursements and processing as required.
- Perform general administrative tasks such as filing, document management, and correspondence.
- Assisting with producing membership reports
- Communicate any data discrepancies or issues to the appropriate personnel for resolution.

Team Collaboration

- Respond to requests from colleagues for membership data and updates.
- Provide back-up to other DMC team members as required.
- Offer support to database officer by cross-checking data, verifying information, and ensuring accuracy.
- Support the union's objectives and contribute to team meetings and other organisational activities, as required.
- Other duties as required.

Contact the AEU

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Level of Responsibility

- Ensure compliance with organisational policies and data protection regulations.
- Responsible for data accuracy and the efficient functioning of the union's membership database and activities.
- Responsible for ensuring members receive friendly, professional membership services through enquiries and correspondence.
- Reports to the Manager of the Digital, Membership and Communications (DMC)

Prepared by Brian Wightman, AEU Tasmania State Manager, June 2025.

Contact the AEU



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