

Membership Co-ordinator Position Description

Role summary

Role title	SSA Membership Co-ordinator
Role type	1.0 FTE
Industry	Soil science, Environment - Not for Profit
Special conditions	Initial one year contract (3 month probationary period)
Location	ACT preferred, work from home
Term	Annual term, August 2024 to July 2025 with opportunity to renew on an annual basis subject to agreement of all parties.
Annual Salary	\$70,000 plus superannuation
Key relationships	Reports directly to the CEO Supports Accreditation, Administration Manager
Applications close	26 July, 2024

Background

The Australian Society of Soil Science Incorporated, known as Soil Science Australia (SSA) is a not-for-profit, professional association for soil scientists and people interested in the responsible management of Australia's soil resources. SSA supports soil scientists and promotes the importance of soil as a finite resource. Some members are students, some are at the start of their careers while others are highly regarded experts in Australia and internationally.

SSA is comprised of seven branches servicing members across the states and territories and provides development opportunity for members through conferences, field days, seminars and training events. See the SSA website for more information <https://www.soilscienceaustralia.org.au/>.

SSA expects all appointments to contribute to a work environment that encourages knowledge of, respect for, and the development of skills to engage with those of other cultures or backgrounds.

You will work closely with the CEO, Accreditation, Federal Office Administration and various stakeholders from soil science and related fields in supporting SSA's membership, training and accreditation programs.

The ideal candidate will be experienced in similar not-for-profit membership, training and accreditation roles with excellent communication skills and a positive attitude towards team environments.

The Membership Co-ordinator will be a well organised, detail-oriented person who enjoys engaging with customers and members via phone and email and will be responsible for membership and accreditation and training enquiries.

Soil Science Australia will cover travel expenses as per its Travel Policy. SSA holds a biennial national conference and the Membership Co-ordinator may be required to participate.

Role relationships

- Maintain communication with the CEO, Accreditation and Federal Office Administration at least fortnightly (via e.g. Zoom).
- Attend fortnightly WIP meetings with the CEO, Smart Farms Team, Research Associate, Accreditation, MarComms Manager, MarComms Support and Federal Office Administration.
- Respond to membership, accreditation and RSP training enquiries from current and potential SSA members.
- Work collaboratively as part of a team comprising the CEO, MarComms Manager, Research Associate, MarComms Support, Accreditation, NHT (Smart Farms) Team and Federal Office Administration.
- Engage with internal and external stakeholders e.g. SSA branches (7) and other not-for-profit organisations.

Roles and responsibilities

- **Membership**
Promptly respond to member and potential membership enquiries by phone and email for Australia nationally. Consult with Federal Office Admin re annual membership renewal process. Update and maintain CRM membership information, where relevant. Develop, document and maintain all relevant membership processes and procedures.
- **Accreditation**
Promptly respond to accreditation enquiries by phone and email. Update and maintain CRM information about accreditation status, where relevant. Maintain all relevant accreditation application and renewal processes and procedures.

- **Training**
One accreditation offering (RSP) has a training component. Promptly answer training inquiries and maintain training records e.g. training program schedule, meeting schedule, attendee lists, co-ordinate Field Day Co-ordinators and supporters. Maintain the LMS, if required.
- **Meetings**
Support quarterly meetings for Training Board and Accreditation Board (in advance for the year), distribute agendas with any relevant reports no later than one week before the scheduled meetings.

Any other relevant duties, as directed, commensurate with the scope and classification of the position.

This role may require out of hours work on weekdays and weekends and may involve national travel.

Skills and experience

Essential

- Excellent administrative and organisational skills, particularly with respect to accuracy and detail.
- Demonstrated flexibility and initiative and the ability to successfully manage multiple projects.
- Demonstrated time management skills with the ability to meet deadlines, set priorities and operate independently within a small team environment.

Desirable

- Qualifications in administration, education, business or science.
- Experience as a membership administrator in a not-for-profit organisation.

Personal Attributes

- Strong customer service and communication skills.
- Ability to establish and maintain effective working relationships with members and stakeholders.
- Excellent administration and organisation skills.
- Demonstrated high level of interpersonal and relationship skills.
- Excellent written and verbal communications skills.
- A working knowledge of Microsoft Office suite, online forms, CRMs.
- Positive 'can-do' attitude to respond to both expected and unexpected issues.

To apply, email a copy of your covering letter and resume to:

Mr Michael Walker

CEO

ceo@soilscienceaustralia.org.au