

Position Description: Administrative Assistant

Two days per week (Monday and Friday)

Fixed term for 12 months

The Victorian National Parks Association has been one of the State's leading conservation organisations for 67 years. VNPA has been instrumental in the establishment of Victoria's national parks system and is equally concerned with the management of this system, with its enjoyment through bushwalking, tours, community education and other means, and with nature conservation issues more broadly.

The VNPA is a not-for-profit, membership based, community organisation. The Association is supported by a number of staff and a large base of volunteers, members and supporters.

Position Aim

The Administrative Assistant will assist with administration of supporter data. Key tasks will include data entry of contact information into the VNPA's database and email list system; reception services; assistance with VNPA events and general office duties.

Key Duties

- Undertake data entry of supporter information including event sign-up sheets, petitions, surveys; exporting/importing lists; processing return to sender mail; and acknowledging new supporters.
- Assist with maintaining the quality of supporter data by running regular duplicate reports and maintenance queries, reconciling data and other data integrity tasks as required.
- Assist with improving administrative systems and processes to increase the VNPA's supporter base.
- Assist with front desk services as the first point of contact for members and the public including telephone reception; email management; incoming and outgoing mail; membership and website enquiries; and office visitors.
- Assist with occasional VNPA events and activities (e.g. AGM, supporter events and community engagement e.g. Wild Families);
- Assist with the processing of membership applications, renewals, and donations.
- Assist with supporter phone calls e.g. membership reminders, expired credit card numbers, etc.
- Assist with other general office duties as required e.g. room bookings, stationery orders, mail outs.
- Other duties as required

Selection Criteria

Required Skills and Qualities

- Demonstrated experience in office administration including data entry and reception;
- Demonstrated experience in using Microsoft Office (or equivalent);

- Familiarity with and capacity to use online databases (e.g. eTapestry) and online communication systems (e.g. Campaign Monitor, Mail Chimp, etc);
- Fast and accurate data entry with good numeracy skills and excellent attention to detail;
- Good interpersonal and customer relations skills including a good phone manner;
- Ability to organise and prioritise multiple tasks and meet deadlines;
- Ability to work with minimal supervision and as part of a broader team of staff and volunteers;
- Empathy with and commitment to VNPA's vision and mission;

Desirable Skills and Qualities:

- Understanding of or experience in the not-for-profit community sector;
- Interest or understanding of nature conservation
- Experience in administrating/supporting events or activities

Salary and conditions:

The position will be based at the VNPA Melbourne Office, which is based in the award winning 'Green Building' at Level 3, 60 Leicester Street, Carlton.

The position reports to the Finance and Operation Manager.

VNPA staff work under a Certified Enterprise (Collective) Agreement. VNPA is a flexible work place. There is no provision for payment of overtime, however, time off in lieu is offered for any additional hours worked and additional paid 'shut-down' leave is offered between Christmas and New Year. The VNPA Agreement provides for 4 weeks annual leave.

The position is subject to a satisfactory performance review to be conducted 3 months after appointment.

Remuneration: Conservation Officer Grade 1. Salary range is \$51,766 to \$57,530 (pro rata) plus prescribed superannuation. Actual wage will depend on skills and experience. The current hourly rate range is \$26.55 (Year 1) to \$29.50 (Year 6) plus superannuation.

Hours: 15 hours per week. Days of work are Monday and Friday. This role compliments other part time staff to ensure 'front-of-house' reception and supporter/membership services are staffed at all operational times. The role will be initially fixed term for 12 months but may be extended subject to funding and organisational requirements.

Further information: Visit www.vnpa.org.au or for specific enquiries contact Heath Rickard, Finance and Operations Manager on (03) 9341 6503 or email heath@vnpa.org.au

Applications must address the Selection Criteria above including 'required skills and qualities' and where applicable 'desirable skills and qualities' and include a resume. **Applications that do not address the selection criteria will not be considered.**

Applications marked private and confidential should be sent to:

Heath Rickard, Finance & Operations Manager
 email: heath@vnpa.org.au or
 post: VNPA, Level 3, 60 Leicester Street, Carlton Vic 3053.

Applications close: COB Monday 18 March 2019