

POSITION DESCRIPTION

Position Title: Events & Member Services Coordinator

Reports To: Membership & Sponsorship Manager

Date: January 2012

POSITION SUMMARY

This position is in place to plan and coordinate the delivery of professional membership operations and organisational events in line with the annual plan.

PRINCIPAL ACCOUNTABILITY

Working with the Membership & Sponsorship Manager - the Events & Member Services Coordinator will liaise heavily with the entire AIM SA team to ensure the maximisation professional membership revenues, professional membership satisfaction and success in running professional events.

NB

The position description provides a broad description of the job and reflects a particular point in time. The description and list of duties are not to be seen as 'set in concrete' and may change to reflect changes in the market place.

EDUCATIONAL QUALIFICATIONS

Qualifications in business, management, and event planning and/or project management would be desirable.

KEY POSITION RESPONSIBILITIES

1. Client Relations

- 1.1 Ensure first class quality client service is achieved and maintained internally and externally
- 1.2 To maintain the highest standards of professionalism and business ethics in dealing with AIMSA and AIM National clients.
- 1.3 Ensure that throughout the delivery of all membership products and events, all aspects of business are promoted and sales opportunities are maximised for the organisation.
- 1.4 Relationship manage clients
- 1.5 Maintain Database & client records

2. Membership Management

- 2.1 Assist in the development and deliver programs, in conjunction with the Membership & Sponsorship Manager to increase the recruitment and retention of all membership
- 2.2 Manage all operational matters in relation to professional including the delivery of services, the payment of subscriptions, and all other associated operations
- 2.3 Assist with the business development for all membership products.

3. Event Management

- 3.1 Coordination (in conjunction with the entire Team) of all Member networking events, special interest group events, including WIM, Smart Series, YPG and others as they arise
- 3.2 Coordination of all CPD functions, special events, Boardroom lunches, and any other special event scheduled throughout the year..
- 3.3 Liaison with speakers and their staff to coordinate presentations
- 3.4 Liaison with venues to ensure professional running of each event
- 3.5 Liaison with sponsors and other key stakeholders to ensure all other requirements have been met.

4. Administration

- 4.1 Be responsible for all administrative aspects of membership and events and any administration tasks in support of the Membership & Sponsorship Manager as required.
- 4.2 Ensure all membership processes, event registrations and associated database requirements are undertaken
- 4.3 Provide administrative support to the YPG committee and attend monthly meetings
- 4.4 In conjunction with the Membership & Sponsorship Manager, prepare accurate budgets and financial reporting through both the membership and event products
- 4.5 Conducting CPMgr audit procedures – Certification Program

PERSON SPECIFICATION

Knowledge

- An understanding of the various aspects of membership operations in a professional environment is highly desirable
- Event coordination and administration experience is essential
- People management skills and experience are essential
- Use of various computer software packages including Microsoft Office suite of products and database management
- A basic knowledge of marketing principles would be highly regarded

Skills/Abilities

- High level of communication skills
- High level customer service to internal and external customers
- The ability to work with the Team to market and promote AIM SA
- Ability to utilise available resources to maximum capacity
- Ability to plan, organise and manage time efficiently
- Active listening skills and excellent telephone technique
- Advanced computer application skills
- Excellent attention to detail

Personal Attributes

- Self starter and self reliant
- Positive approach
- Flexible and adaptable
- Goal oriented
- Proactive and energetic
- Willingness to learn