

Position Description

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| Job title: | Member and Events Officer |
| Department: | Communications, Stakeholder Engagement and Policy (CSEP) |
| Work type: | Full Time. Reports to: Manager, Member and Community Engagement |
| Position Reports: | N/A |
| Position Contact: | Andrew McCallum, Manager, Member and Community Engagement |

About the organisation

au Domain Administration Limited (auDA) is Australia's Country Code Top Level Domain (ccTLD) administrator and self-regulatory policy body, which oversees the operation and management framework of the .au domain of the Internet.

auDA is a not-for-profit public company limited by guarantee and endorsed by the Australian Government and the global Internet Corporation for Assigned Names and Numbers (ICANN). Its job is to provide a safe, secure and operational namespace for more than 20 million Australian Internet users.

Role Purpose

The Member and Events Officer is a key member of the CSEP Team and plays a critically important role in building trust in auDA and the .au ccTLD through their engagement with members and the delivery of auDA member events. The Member and Events Officer is responsible for supporting auDA's Membership strategy and the CSEP Team's broader objectives for effective member and community liaison, engagement and communications.

About the role

Key responsibilities

Support auDA's Manager Member and Community Engagement and the CSEP Team through acquittal of responsibilities in the following areas:



Member Growth

- Identify and deliver on effective opportunities to develop and grow auDA's membership including member diversification and the transition path to Governing Memberships.

Member Value

Drive member engagement and satisfaction through:

- Timely and effective responses to member queries, feedback and complaints
- Preparing member newsletters and communications related to member events and initiatives
- Working with the Communications Team to support external communications such as blogs and social media posts related to member events and initiatives

Event Management

- Supporting an effective member program that delivers value to members, including through activities such as face to face and online events
- Planning, coordinating and delivering a regular series of member face to face and virtual events including coordinating with speakers, venues, etc.
- Providing accurate reporting of member event attendance and member satisfaction through post-event surveys.

Member Satisfaction

Monitor member satisfaction through:

- Liaison with members at auDA member events
- Monitoring member queries, feedback and complaints across all platforms
- Generating high quality reports on member services, activities, queries and complaints for the Chief Communications Officer, auDA Executive and Board.

Additional responsibilities

- Support auDA's engagement with key Internet community groups such as NetThing, as required.



Skills and Experience

Experience and personal attributes

- Growth and goal oriented to develop a member program to grow and diversify auDA membership base
- Customer service oriented, committed to growing member value and ensuring member and community satisfaction in auDA's services
- Excellent verbal and written communication skills
- A collaborative and collegiate team player, a keen problem-solver with highly developed interpersonal skills and the ability to liaise with a broad range of internal and external stakeholders
- Strong initiative, willing to introduce and execute new ideas
- Curiosity about the domain name industry and its role in the Australian digital landscape and broader economy
- Ability to work autonomously, exercise critical thinking and sound judgement
- Ability to prioritise, manage overlapping priorities and deliver to tight deadlines.
- Reliability and attention to detail.

Key Selection Criteria

- 4+ years' experience in membership organisations or the NFP sector.
- Experience with member/customer services systems and platforms such as CRM.
- Demonstrated event management experience including the delivery of in-person and virtual events.
- Intermediate to advanced skills in Microsoft Office suite and Salesforce. Knowledge of Pardot will be highly regarded.
- A tertiary qualification in communications, marketing, journalism or related discipline would be highly regarded.
- Knowledge or experience in the telecommunications and IT sectors will be highly regarded.

Other

- Occasional work outside business hours and occasional domestic travel.

Important Information

National Police Check, Right to Work and National Personal Insolvency Information Check will be conducted as part of the selection process.



In the context of OHS policies, procedures, training and instruction, as detailed in Section 25 of the Occupational Health and Safety Act 2004, employees are responsible for ensuring they:

- Follow reasonable instruction
- Cooperate with their employer
- At all times, take reasonable care for the safety of others in the workplace.

Supporting our employees balance their work and life commitments

All roles at auDA can be worked flexibly, this underpins a diverse, adaptive and high performing workforce. The nature and scope of flexible options available will depend on the nature of the position. Applicants are encouraged to discuss flexible arrangements with the hiring manager during the recruitment process.

Last Updated

28 October 2021