

POSITION PROFILE

MEMBERSHIP + MARKETING COORDINATOR

1. POSITION IDENTIFICATION

Position Title:	Membership + Administration Assistant
Location:	8 Phillimore Street, Fremantle
Hours:	up to 30 hours per week
Reports to:	General Manager
Last Updated:	December 2018

2. FUNCTION OF THE POSITION

The Membership + Administration Assistant provides a professional and welcoming front-of-house presence and responds to member, associate and public enquiries, both on the phone and in person.

The post is responsible for maintaining and updating membership records; processing payments; supporting the delivery of services to the membership and providing administration support throughout the organisation.

The post-holder brings to the role experience in customer service, a strong knowledge and understanding of WA visual artists, as well as an understanding of social media marketing and public relations. The role requires a high level of organisation and ability to talk with artists and clients in a positive, professional and knowledgeable manner.

3. RESPONSIBILITIES

Membership & Marketing

- 3.1 Respond to queries from current and potential members in a positive and professional manner with appropriate referral as required.
- 3.2 Represent and promote the organisation, its goals and the interest of visual artists at all opportunities.
- 3.3 Process all membership applications, renewals and payments.
- 3.4 Maintain integrity, currency and privacy of member and associate records and insurances.
- 3.5 Identify and support the distribution of artist news and opportunities online and in print.
- 3.6 Promote, process and publish advertising bookings.
- 3.7 Collate and coordinate news and advertising content, including for artLines, and artLeads.

Professional Development & Public Program

- 3.8 Support the delivery of professional development events, as required.

ArtLease

- 3.9 Maintain the ArtLease artwork portfolio.
- 3.10 Assist in the preparation of ArtLease catalogues, proposals and agreements.

Administration + Team Support

- 3.11 Support the delivery of functions, professional development and promotional events.
- 3.12 Support Studios enquiries, maintenance requests and records, as required.
- 3.13 Support residency studio apartment bookings and resident artists.

- 3.14 Schedule and minute monthly staff meetings.
- 3.15 Manage presentation of reception area, gallery and library, while providing a high level of customer service for all face-to-face and telephone enquiries.
- 3.16 Provide general office administration, including ordering stationery, office tidiness, project documentation and filing, electronic and hard copy mailings.
- 3.17 Track membership statistics and provide information as needed for the purposes of organisational publications and reporting requirements.
- 3.18 Oversee maintenance of the Fremantle building and supplies to communal areas.

4. PERSON SPECIFICATION

Essential

- Demonstrated organisational and administrative skills with commitment to deadlines.
- Well-developed knowledge and experience of WA artists and contemporary art practice.
- Excellent customer service skills.
- Natural team player with a positive, supportive, energetic and collaborative approach.
- Strong computer skills including Microsoft Office applications, Adobe Suite.
- Well-developed written and spoken communication skills.
- Capacity to work unsupervised and sound problem solving skills.

Desirable

- Experience working in the not-for-profit sector.

5. RELATIONSHIPS

- The post reports to the General Manager and is a key conduit for general membership queries, arts practise development and stakeholder engagement.
- The post works with:
 - Artists in the delivery of quality service and practise development.
 - Associates and stakeholders in the delivery of quality service and advice.
 - The Membership Services Manager with studios administration and maintenance, and delivery of membership services.
 - The Professional Development Coordinator to support the delivery of events and workshops.
 - The General Manager to administer marketing and PR requirements.

Selection Criteria

MEMBERSHIP + MARKETING ASSISTANT

- > Detail your relevant work experience for the following selection criteria:
 - o Tertiary qualifications in Arts Management, Communications or Marketing and
 - o Background in visual arts sector
- > Describe relevant skills and knowledge in relation to the position profile:
 - o Function of the position, and
 - o Responsibilities

Application Process

MEMBERSHIP + MARKETING ASSISTANT

- > Application to include:
 - o Cover letter in response to the selection criteria above (one page).
 - o Curriculum Vitae, with two referees.
- > Application due: 5pm (AWST) Monday 7 January 2019
- > Interview: applicants must be available for interview on Wednesday 9 January 2019.
- > For further information and to apply for this role, please contact Sue-Lyn Aldrian via email at suelyn@artsource.net.au. Please note that the Artsource office reopens to the public from Monday 21 January 2019 and we are unable to respond to general in-person or telephone enquiries before this time.