



POSITION DESCRIPTION:

Contractor.
Casual.
~~Part-time~~ Administration Officer

HOURS:

¹²
Maximum 10 hours per month

FUNCTION:

Office management and administration of membership database

SALARY:

\$20 per hour

TASKS:

Maintain office supplies and equipment

Develop filing system and filing

Respond to phone messages and phone calls or refer to appropriate Board Member

Collect and sort mail

Design and formatting of documents and information material

Enter membership data

Issue receipts, correspondence and relevant information to members

ADRA

'POSITION DESCRIPTION' - MEMBERSHIP CO-ORDINATOR

Responsibilities encompass the following tasks which are detailed below:

- handle enquiries about membership
- process new membership applications
- notify and process membership renewals
- forward overdue membership fee notices
- record reciprocal memberships
- produce mail labels for mailouts to members
- miscellaneous tasks

Handle enquiries about membership

- handle telephone enquiries and receive mail
- prepare and post information package (letter, application form, seminar brochure, annual report, etc.)
- record contact details for future publicity

Process new membership applications

- record details on membership database
- receipt payment
- prepare and post new members package (letter, receipt, membership certificate, latest *Mediation News*, seminar brochure, constitution, etc.)

Notify and process membership renewals

- prepare and produce membership renewal letters/forms for each financial member (individual and organisational) for whom membership fees have fallen due
- produce mail labels, envelope and mail renewal forms
- record renewing members on membership database
- receipt payment
- prepare and post acknowledgment of renewal (letter, receipt, membership sticker, Annual Report etc.)

Forward overdue membership fee notices

- design and produce database of unfinancial members approx 1 month after forwarding renewal notices
- prepare and produce membership renewal reminder letters/forms for each financial member (individual and organisational) for whom membership fees remain due
- produce mail labels, envelope and mail renewal reminder forms

Record reciprocal memberships

- update membership database with details
- prepare and forward information package (letter, publication order form, constitution, seminar brochure etc.)

Produce mail labels for mailouts to members

- update membership database (ie changes of address, telephone, names etc.)
- produce mail labels for individual, organisational and reciprocal members as required (including arranging delivery to board member)

Miscellaneous tasks

- handle telephone enquiries from members
- process orders for publications (including preparing invoice if required and receipt)
- produce statistics and lists of current financial and unfinancial members
- produce and photocopy written materials (ie membership application forms, membership certificate/labels, constitution, publication order form etc.)