

## Position Description

Position Title:	Membership and Audit Officer
Reporting to:	Manager Research and Business Development
Direct reports:	Nil
Tenure:	Full time, 12 month contract 1 FTE
Salary and conditions:	\$50-\$65k based on experience <ul style="list-style-type: none"><li>• Superannuation in accordance with Superannuation Guarantee Act.</li><li>• Co-located with Kinaway and businesses in a modern office environment or working from home in line with Government COVID restrictions</li></ul>

**Do you have membership management experience and excellent customer service?**

**Are you able to develop and deliver tailored support for Victorian Aboriginal businesses in line with established objectives?**

**Are you looking for a new challenge during COVID19 and feel you can contribute to what the recovery of COVID19 looks like, for Aboriginal and Torres Strait Islander business in Victoria?**

If you are passionate about enriching the lives of Victorian Aboriginal people, have experience managing memberships, and working with various stakeholders; then this is a role for you.

**Kinaway Chamber of Commerce Victoria Ltd** is an Aboriginal Chamber of Commerce based in Melbourne that supports our businesses and entrepreneurs have a collective voice both within the Aboriginal and Torres Strait Islander and the wider business community.

Kinaway has been established to grow the capacity of the Aboriginal and Torres Strait Islander business sector, entrepreneurs and Aboriginal and Torres Strait Islander business leadership. The Directors of the Board are all Aboriginal and Torres Strait Islander business owners whose vision is to increase the economic participation of our businesses in growing our own economies and to promote the value of our businesses in the contribution we make to the Victorian economy. This is an exciting opportunity to work with Kinaway, our members and partners to increase economic opportunities available to Aboriginal and Torres Strait Islander People, to lead their own businesses and participate in Victoria's economy.

## About the Position

The Membership and Audit Officer is a full-time position (1 FTE) 12 month contract

Working with the Research and Business Development team, the role will be responsible for planning, including coordination of Membership project deliverables, reporting, and Membership communication. Additionally, the successful candidate will undertake administrative duties and complete tasks at the direction of the Manager Research and Business Development.

### Duties

#### Strategic and Performance Based:

- Ensure member data is accurate and up-to-date, using our CRM program
- Process membership applications; manage membership recruitment and renewal appeals and invoicing.
- Certify applicant Victorian Aboriginal businesses as members of Kinaway
- Support the marketing of funding streams to the Aboriginal business sector to increase uptake of opportunities
- Monitor Kinaway member businesses to identify changes in structures for maintenance
- Conduct annual review and audit of ongoing Kinaway member businesses

#### Relationship Management:

- Serve as central point of contact for members; respond to general inquiries.
- Communicate membership value and benefits to current and prospective members via our website, email and phone communications.
- Develop and implement member recruitment campaigns.
- Engage staff in member recruitment and retention. Represent
- Kinaway at key events.

#### Internal Capacity:

- Develop and maintain all office/electronic files and systems associated with membership.
- Prepare reports and describe the impact of their work.
- Actively participate in maintaining membership development strategy, including networking with peers to identify best practices and engaging in program planning with Kinaway leadership.
- Attend meetings as required, collecting and relaying information and initiating actions.

#### Key Selection Criteria (*applicants must address Key Selection Criteria in their application*)

The successful candidate will be able to demonstrate:

- Experience in membership services with preference in non-profit organisation experience.
- Excellent customer service skills and attitude.
- Ability to handle multiple tasks, and project priorities effectively and professionally.
- The capacity to support successful relationship management strategies and the ability to work with multiple organisations and stakeholder types.

- Excellent oral and written communication skills, with the ability to work along-side and motivate others to support the work of the project.
- Demonstrated organisational skills, with the ability to work proactively and independently.
- Proficiency in Office Suite (Word, Excel, PowerPoint) and membership/development databases are required.
- Commitment to continuous quality improvement and to maintaining quality outputs.
- Work effectively with Aboriginal and Torres Strait Islander communities
- Strong connections or existing networks with Aboriginal or Torres Strait Islander communities or organisations.

**The preferred candidate would have relevant:**

- Experience using CRM and Project management Programs
- Previous Membership and sales experience
- Excellent time management skills
- Current driver's license required and ability to travel within Victoria

Interested applicants please forward your application addressing the Key Selection criteria to to [admin@kinaway.com.au](mailto:admin@kinaway.com.au) by