



Position Description & Selection Criteria

Job title:	Member Services Manager
Reports to:	Chief Executive Officer
Position type:	Permanent part time (0.5 FTE)
Location:	Offsite
Last updated:	28 April 2022

Purpose of the position

Reporting to the CEO, the Member Services Manager provides support to IoTAA's CEO, Executive Council, Workstream Chairs and members.

The role manages the member experience from onboarding through to driving engagement. The Member Services Manager handles the design and administration of new member programs, database management and reporting; and supports the organisation's internal and external stakeholders.

Consistent with IoTAA's strategic focus and operating plan, the Member Services Manager evaluates the existing service offering and develops and implements member services plans to grow the membership and increase engagement and satisfaction.

This is a permanent part time position with flexible working hours during weekdays. Occasional work outside normal office hours may be required.

Duties and responsibilities

- Design and administration of member services and offerings
- Member attraction and retention
- Design and administration of member services and offerings
- Manage the membership database ensure data is up-to-date and consistent
- Manage and update onboarding workflow for new members
- Update the website and manage content as required
- Administer IoTAA's Microsoft Teams account
- Respond to member and general enquiries
- Advise and support Workstream chairs (meetings, member surveys and correspondence, using Teams)
- Report to the board as requested by the CEO or Workstream Chairs

Selection Criteria

Essential

- Demonstrated strong written and verbal communication skills
- Proven proficiency in using Microsoft 365 products (particularly Teams, Excel and PowerPoint), experience in web content management, familiarity with CRM systems and using a variety of platforms (e.g. JotForm, MailChimp, WordPress)
- Tech savvy and capable of learning to use new platforms, systems and software quickly
- Ability to maintain strong and effective networks and relationships across a diverse stakeholder base
- Exceptional time management skills; must be able to apply quick, independent judgment and work on multiple projects with tight deadlines
- Strong creative problem-solving skills and ability to find solutions fast
- Demonstrated ability to work independently and collaboratively
- Experience working in a fast-paced environment and ability to keep calm under pressure
- 3+ years' experience working in a role with minimal direction
- The right to live and work in Australia

Desirable

- Experience working in a membership or industry organisation or with volunteers
- Interest in technology, IoT and IoT for good
- Project and program management

Personal qualities

- Team player
- Adaptable and willing to learn
- Dynamic, decisive, self-motivated and open-minded
- Sense of humour

Relationships

- CEO
- Executive Council
- Workstream Chairs
- Board
- Communications and Marketing Manager
- Members and potential members

Probation period

Three months

Next review date

Six months