



# Position Description

## Australian Education Union ACT Branch

### The Position

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**Job Title:** Membership Coordinator

**Reports To:** Business Manager

**Classification:** Administration

**Role Objective:** To provide a comprehensive membership, financial and database management service to the AEU ACT Branch to support the long term sustainability of the Union.

### Key Responsibilities

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#### Membership

- Manage incoming membership applications and communication.
- Provide advice and assistance to members on membership and payment options.
- Oversight of members transitioning through different membership types to ensure maximisation of membership numbers and membership income.

#### Financial

- Manage the membership payment systems to process and monitor membership payments.
- Speak with members to pursue outstanding membership fees and arrange payment options.
- Record membership income using the office financial management software.
- Schedule and manage membership payments using the office banking system.
- Act as signatory to the office bank accounts.

#### Data Management & Reporting

- Maintain the membership database to ensure the completeness and accuracy of information.
- Liaise with the database provider to request maintenance, updates and improvements as required.
- Develop and maintain customised data reporting of membership information.

#### Other

- Liaise with the member employer to provide membership fee updates.
- Provide operational support to the Business Manager as required.
- Any other reasonable duties as requested.

### Key Selection Criteria

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1. Sound knowledge of data management principles.
2. Demonstrated experience managing a large database for a minimum of three years.
3. Excellent attention to detail.
4. High level communication and customer service skills.
5. Ability to manage conflict in a friendly and confident manner.
6. Ability to work both autonomously and as part of a team.
7. Demonstrated commitment to the values and principles of trade unions.

### **Agreement**

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Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_