

TITLE: OFFICE ADMINISTRATOR**CLASSIFICATION: Full Time****REPORTS TO: CEO & Artistic Director, Program Manager, Marketing Manager****Role**

The Office Administrator is responsible for the efficient and comprehensive management of the Music For Canberra membership database, maintaining administrative processes, and providing general administrative support for the CEO & Artistic Director, Program Manager and Marketing Manager. As a first point of contact for the organisation, the Office Administrator is the public face of Music For Canberra and gives friendly, accurate and supportive advice to Music For Canberra members and the public.

Accountability

Under the direction and supervision of the CEO, the Office Administrator is accountable for undertaking their work to the highest standards.

Key Duties and Responsibilities:**General Administration**

- Manage and respond to general enquiries in a timely and professional manner in person, via email and over the phone; liaise as necessary and ensure that queries are addressed
- Handling of internal and external mail, filing systems & databases (electronic and paper)
- Undertake front desk reception duties, greet and direct visitors as needed
- Taking and distributing messages to appropriate staff members
- Ordering and managing office supplies
- Provide administrative support to upper management as required
- Assist with publicity and marketing as required
- Liaise in person, over the phone or via email with tutors, staff, students and members
- Create updated fortnightly time sheets for staff, and staff schedules and rolls
- Under direction of Program Manager assist with creation and distribution of customer invoices

Enrolments and Scheduling

- Action customer enquiries for all Music For Canberra programs, workshops and performances
- Accept and process membership payments and enrolments; meticulously manage the member database
- Co-ordinate ensemble, group & individual teaching timetables, venue bookings and student allocations
- Manage and develop member database using the MusicBiz customer relationship management system

Programs and Events

- Assist with the coordination and presentation of Music For Canberra events (requires flexible hours)
- Co-ordinate sectional tutorial staff and timetables; book rooms/venues

- Support rehearsals and music teaching staff: including copying, printing, general support as required

Key Selection Criteria

- Professional customer service skills and a friendly, approachable nature
- High level of attention to detail
- Previous recent experience in a similar administrative or office management role
- Proven organisational and time management skills; the ability to work effectively under pressure
- A proven personal system of managing daily tasks and competing priorities (eg diary, lists)
- Demonstrated high level interpersonal and communication skills across a range of communication platforms
- Strong MS Office skills; particularly Outlook, Word & Excel
- Experience of customer relationship management systems or similar
- Interest in music and/or education (*personal experience with music is preferable but not necessary*)

Job Type: Full-time

Salary: \$56,000.00 /year

Experience:

- office administration: 1 year (Preferred)

Education:

- High School (Year 9-11) (Required)

Location:

- Canberra ACT (Required)

Work Eligibility:

- The candidate can work permanently with no restriction on hours (Preferred)