

COMPANY PROFILE

AUSTRALIAN TOURISM EXPORT COUNCIL - ATEC is the peak industry body representing Australia's \$26 billion tourism export sector. Our mission is to build better business relationships for our members and to represent the inbound tourism industry before government and business leaders.

We are the largest membership-based organisation representing Australia's tourism export sector. Our 1000+ members come from across the country and across the industry – including inbound tour operators, tourism product suppliers and service providers. The members of our ATEC family have one major thing in common – a commitment to growing Australia's international tourism market.

EMPLOYMENT DETAILS

COMPANY:	Australian Tourism Export Council - ATEC
LOCATION:	ATEC National Office – Sydney CBD
POSITION:	Membership & Events Coordinator
TERMS:	Permanent Full Time
REPORTS TO:	Natalie Young, Membership Executive Natalie.young@atec.net.au Kelly Wighton, Events Manager Kelly.wighton@atec.net.au

RESPONSIBILITIES

General Administration

- Reception – Answering phone enquiries meet and greet guest
- Admin Task – External mail, couriers, taking minutes for internal meetings
- Handling general office enquiries

Membership

- Assist in maintaining the integrity of the national database, including updates and changes pertaining to new members, new contacts, change of details and billing
- Service requests for database lists via email for members and Branch Managers
- Coordinate use of the online directory and other web pages relating to membership
- Service member enquiries and requests relating to business development
- Assist in handling general and membership enquiries arising from current & potential members
- Process membership payments via credit card, EFT and cheques
- Assist with the new membership process which includes kits, correspondence and payments
- Assist in the annual membership renewal system (July - October each year)
- Ensure a stock of membership kits are readily available
- Coordinate the distribution of membership kits – both hard copy and via email
- Assist in identifying and approaching targets
- Assist with membership correspondence for new and existing members

Young ATEC (YATEC)

- Field telephone enquiries and respond to requests for YATEC membership
- Update YATEC database with new members
- Distribution of Young ATEC new membership kits
- Event management for Young ATEC networking functions and mentoring program
- Participate Young ATEC NSW Committee

Events

- Registration for all delegates including the processing of payments, utilising event management systems
- Event coordination, such as liaising with venues and event suppliers
- Designing and maintaining events websites
- Assist in marketing campaign for events through email correspondence and telemarketing
- Assist with in-coming phone calls on delegate enquiries/ information
- Assist in purchasing of event merchandise
- Onsite event coordination (evening and weekend work is required from time-to-time).

CRITERIA

To be considered, you will need to demonstrate initiative, enthusiasm and possess the following skills:

- Intermediate with Word and Excel
- Excellent attention to detail
- Strong customer service, organisational and communications skills
- Exceptional time management skills
- Flexible to travel within Australia occasionally
- Team player, ability to work closely in a small team

If you are ready to step up to this fantastic opportunity please send a cover letter and resume to Natalie Young, Membership Executive Natalie.young@atec.net.au