

POSITION DESCRIPTION

Position Title:	Administration Assistant
This position reports to:	General Manager
Staff who report to this position:	No direct reports
Functional relationships:	All Sales & Marketing Managers Events Team Digital Marketing team

Purpose of this role

The purpose of this role is to provide general administration assistance to the leisure marketing, membership and events department of Tourism Tropical North Queensland to help position Tropical North Queensland as a world-class and highly desirable tourism destination. While the role will be reporting to the General Manager, there will be a requirement to work across all areas of the organisation as needed undertaking a range of activities.

This position would suit a graduate entry level applicant.

Functions of this position

- Provide general office assistance including ordering of stationery and offices supplies, and opening and closing public office access
- Assist with coordinating and preparation of TTNQ member communications; including various eNewsletters (including follow up of bounced email report) and TTNQ corporate LinkedIn and social channels
- Assisting with the updating of organisation CRM (Daylite) as required
- Assist with the updating of the TTNQ corporate website (WordPress)
- Assist with the processing of purchase orders and invoices
- Support the events and leisure marketing team in the coordination of educational program, internal and external events
- Monitor, direct or action the TTNQ general email address – info@ttnq.org.au and the TTNQ Accounts email address – accounts@ttnq.org.au.
- Represent the organisation at industry and member events as required
- Other tasks as required

Annual Performance Goals

To be established and agreed to jointly by department manager as part of the annual ME Plan process.

Selection Criteria for this position

General Skill Requirements:

- Advanced computer skills including Microsoft Office applications
- Experience working in an Apple Mac environment would be advantageous
- Experience with CRM systems will be well regarded
- Experience with Word Press websites would be advantageous
- Demonstrated time management, prioritisation and attention to detail skills
- Good verbal, written and interpersonal communication skills
- Knowledge of the TNQ tourism destination and product will be an advantage
- Ability to be able to work flexible hours if required
- Minimum Provisional driver's license is required

Behavioural Competencies

Professional	<ul style="list-style-type: none">• Personal grooming and presentation are professionally appropriate to your role• Deliver quality outcomes within set timeframes• Demonstrate a strong work ethic to deliver quality outcomes• Communicates clearly• Behaves in a fair, logical and consistent manner• Proactively supports the mission and vision of the company• Promote self-development and team growth
Leadership	<ul style="list-style-type: none">• Actively supports TTNQ values• Values individual's input equally• Demonstrates active listening• Be dependable• Being predictable• Be empathetic• Be honest
Respectful	<ul style="list-style-type: none">• Consistently communicates in a positive and open manner• Show consideration, understanding and respect for the team and stakeholders• Have respect for diversity by embracing differences in talents, strengths and weaknesses• Positive recognition
Creativity	<ul style="list-style-type: none">• Encourage creativity to develop fresh ideas• Facilitate creative and collaborative ideas• Supports creative and constructive debate
Collaboration	<ul style="list-style-type: none">• Willingness to work together as a team• Actively seeks opinions from other team members• Actively involved in group discussion and looks to solve team problems• Will volunteer to assist with components of team work• Actively listens to all team member's contributions• Acknowledges individual team member input• Supports team decisions

NOTE: Must have Australian Permanent Residency or Australian Citizenship.

Limits of Authority

The following delegations of authority apply to the position of Administration Assistant:

1. No expenditure without the approval of the department manager.
2. No policy decisions without prior approval of General Manager.

Extent of Authority

Freedom to act within established policy and process.

I have read and understand the purpose and performance measures associated with the role of Administration Assistant, as well as the skills and behavioural competencies that I am required to exhibit whilst employed in this role:

Administration Assistant: _____
(Please Print)

Signature: _____

Date: _____

General Manager: _____
(Please print)

Signature: _____

Date: _____