

Position:	Administration and Finance Officer
Classification:	Clerks – Private Sector Award, Level 3
Location:	To Be Confirmed with Applicant
Reports To:	Secretary or Secretary's nominee

POSITION OBJECTIVE:

To contribute to building the Retail and Fast Food Workers Union by:

- Supporting the day to day operations and administration of the Union;
- Assisting in recruiting new members to the Union; and
- Assisting in implementing the campaigns of the Union.

TYPICAL DUTIES:

- Check, respond to and allocate incoming contacts including emails, website contact forms and social media messages
- Answer and return phone calls and voicemails
- Maintain the Union's membership database, CRM system and hard copy files
- Data entry of membership forms, petitions and other information
- Contact members to update their membership and payment details
- Send and receive mail, including campaign materials and online merchandise orders
- Scan and file mailed correspondence
- Maintain merchandise inventory records
- Scan and file paper receipts & invoices
- Basic book-keeping (accounts payable and assisting with payroll)
- Assist in preparing bulk mail outs
- Manage office supplies
- Cleaning, tidying and basic maintenance of office facilities
- Assist in organising travel and accommodation
- Participate in and support broader union activities
- Assist with projects and other relevant duties as directed

KEY SELECTION CRITERIA

1. Effective communication and interpersonal skills including demonstrated experience providing high quality service to customers, members or other stakeholders.
2. Demonstrated experience performing administration and support tasks with a high level of attention to detail.
3. Demonstrated ability to communicate in written form, including formal letters, submissions, reports, and email communications. Demonstrated competence using programs such as Microsoft Word, Outlook and PowerPoint.
4. Demonstrated competence using Microsoft Excel to prepare and administer spreadsheets.
5. Ability to work as part of a national team with limited supervision. This will include a demonstrated ability to be self-motivated and prioritise complex tasks.
6. Commitment to the principles of trade unionism.

Additional Information:

- The Retail and Fast Food Workers Union is an Equal Employment Opportunity employer.
- In addition to addressing the Selection Criteria, applicants should provide a succinct Curriculum Vitae or Resume, including relevant work history.