

OFFICE TEAM LEADER FULL TIME

ROLE DESCRIPTION:

As the leader of the EARS team - Event Acquisition & Retention Specialists team, your primary role is to lead the team in effective client communication and office administration duties.

These duties require excellent personal communication, attention to detail, with an optimistic approach to tasks. A high level of organisational skills are necessary, to effectively lead your team and support client engagement.

Loyal and sincere personal attributes, should be the cornerstones of how you conduct yourself.

ROLE REQUIREMENTS:

- Good understanding of G-Suite, Microsoft Excel, Xero, Drop Box is required.
- Intermediate Keyboard, Computer and technology skills.
- Must be familiar with the use of Social media platforms, and website database CRM systems.
- The autonomous work environment of Support office requires your ability to be independently motivated and task orientated.
- Showing initiative, a positive attitude and a willingness to learn, are key attributes.

WORKING DAYS:

Weekly roster will be agreed upon prior to employment commencing.

Standard times of work will include the following:

Full Time Position 38hrs / week + 4.5hrs overtime.

Monday – Friday 8am – 5pm

30min daily lunch break at 1pm

Public holidays and annual leave paid in accordance with the industry award.

KEY TASKS:

- Receiving and responding to enquiries via email / phone / social media.
- Completing proposal requests from internal team members, and contractors.
- Preparing and sending email proposals to clients.
- Prioritise work flow schedules required for the role.
- Build customer relationships, with rapid response time and minimal delay.
- Supporting contractors and team members with up to date information.
- Generating, reviewing & organising client enquiry spreadsheets in Drop Box.
- Database administration – checking/ adding all entries.
- Creating and reconciling invoices sent to clients.
- Post event client follow up, including feedback and outstanding accounts.
- Undertake projects issued by director.
- Social Media updates for events.
- Accepting communicating with bookkeeper.

KEY PERFORMANCE INDICATORS:

- Respond to all proposal emails within 1 day.
- Follow up on all proposals sent within 2 days.
- Update all event information to Spreadsheet, Calendar, invoice.
- Weekly review of Client Service Specialist KPI's achieved.
- Drop Box organised and on track.
- Monthly revenue target achieved.
- Social media post schedule achieved.
- Weekly tasks schedule achieved.