

JOB DESCRIPTION

Job Title	Membership Administration Officer
Job Type	Part-time position across 3 days per week (20 hrs)
Location	Bicycle Queensland, 16/43 Lang Parade, Milton QLD 4064 Occasional off-site out of hours work is required
Manager	Membership Coordinator

Main Duties / Responsibilities

The Membership Officer is one of the first points of contact for current and prospective Bicycle Queensland (BQ) members and supports all stages of the membership journey, as well as assisting as needed across the business. The role requires the incumbent to be enthusiastic, have excellent communication skills and to be an outstanding brand ambassador for, and live the values of BQ.

Duties of this role include:

- Provide high quality, professional service to members and potential members
- Maintain quality membership data including new memberships, renewals and reporting functions
- Assist in positively influencing and contributing towards the membership journey
- Assist with implementing and promoting strategies to drive new business opportunities and membership experiences to increase engagement with BQ, including shop items and member benefits
- Maintain office supplies and consumables
- Be the point of contact for coordinating the day-to-day running of the office
- Represent and build the profile of BQ at local events
- Contribute to BQ's vision - more people riding more often

SKILLS & EXPERIENCE

Qualifications & Experience

- Relevant administration experience and/or qualifications
- Customer service and sales experience
- Experience using CRM platforms
- Experience with online business transactions and POS systems
- Experience using Microsoft Office, in particular Excel

Skills & Abilities

- Confident telephone and written communication skills
- Ability to foster positive relationships with customers and stakeholders
- Tech savvy and ability to learn new apps and systems quickly
- Excellent attention to detail and problem-solving abilities
- Ability to identify improvements and streamline processes
- Expert organisational and management skills
- Ability to work positively and collaboratively within a small team
- Self-motivated, takes responsibility and demonstrates a high level of initiative
- Commercially astute