



Australian Institute of
Landscape Architects

MEMBERSHIP ADMINISTRATION OFFICER

POSITION DESCRIPTION

Title of Position: Membership Administration Officer

Employment: Full-Time/Fixed term 12 Month Maternity Position

Introduction

The Australian Institute of Landscape Architects (AILA) leads a dynamic and respected profession: creating great places to support healthy communities and a sustainable planet.

AILA is looking for an exceptional individual to make a positive impact on an exceptional organisation and membership group.

At the forefront of combating the effects of climate change, improving the liveability of our places through working in harmony with nature, Registered Landscape Architects transform spaces in places from the backyard to city level.

AILA represents more than 3,000 members across Australia and the world, and is growing its membership at nearly 10% per annum.

AILA is a fully remote organisation.

About the Role

Fixed Term, Full-Time, 12 Month Contract (Maternity)

About Us

The Membership & Administration Officer role is responsible for driving engagement among OA's membership base. You will filter through all phone and email inquiries that come through and refer them to the relevant staff members required. You will manage the membership database and the company email inbox and play a key end-to-end role in growing the membership base.



About You

You will be someone who is able to effectively respond to member queries, and exhibit patience and adaptability in your customer service. You will take initiative and be able to identify and articulate any issues or improvements that can be made to internal processes. You will have excellent customer service skills both face-to-face and via phone and email and be able to manage difficult conversations

You will be adept at Microsoft 365 and CRM software. Experience with IMIS will be highly regarded.

Duties include but are not limited to:

- Management of the email inbox and membership database (iMIS platform)
- Responding to and filtering all phone, email, and website member inquiries
- Coordination of registration of new members from approval through to verification
- Provide exceptional customer service and demonstrate patience to members through different processes
- Contribute to the whole organisation through ideas, passion, a growth mindset and a sense of fun.

To be successful you will have:

- Customer service background with the ability to manage phone, email, and CRM software (iMIS preferred)
- Initiative and drive to be able to identify improvements in internal processes
- Resilience and a proven ability to work effectively with different personalities remotely
- Good stakeholder engagement skills and the ability to engage with both staff and members effectively
- Confidence to speak up and be proactive in the role
- Experience in a WFH position

If you are an experienced customer service professional who wants to provide exceptional administrative and membership support to a dynamic and respected profession and membership **APPLY now!**

Please email admin@aila.org.au with a Cover Letter addressing Key Duties and Experience along with a CV.