

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 skill is necessary, to effectively lead and train your team to 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, One Drive 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 the 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.
- Effectively train and monitor office team members in administrative tasks.
- Professional, friendly, and polite mannerisms to all clients, team members and contractors.

WORKING DAYS:

Standard times of work will include the following:

Full Time Position 37.5hrs

Monday – Friday 8:30am – 5pm

1hr daily lunch break from 1pm – 2pm (flexibility can be agreed upon)

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

Leave Loading paid in accordance with the industry award.

Superannuation paid in accordance with the national SG guidelines.

GENERAL TASKS

- Completing proposal requests from internal team members, and contractors.
- Preparing and sending email proposals to clients offering multiple options.
- Prioritise workflow schedules required for the role.
- Generating, reviewing & organising client enquiry spreadsheets in One Drive.
- Database administration – checking all details are accurate / updating.
- Post event client follow up, including feedback and referral requests.
- Undertake projects issued by director as agreed upon.
- Calendar School holidays / Public Holidays pre entered for the following year by July in the current year.

COMMUNICATION TASKS

- Receiving and responding to enquiries via email / phone / social media/website.
- Build customer relationships, with rapid response time and minimal delay.
- Supporting contractors and team members with up-to-date information.
- Call enquiry 'contact us' clients if information required is not received to provide an accurate proposal.
- Embrace a quick problem-solving result focussed mentality.
- Communicating with bookkeeper on accounting tasks.
- Follow up email / TXT on all proposals sent within 2 days if phone not answered.
- Postponement or Cancellation of event, update details in all areas and inform all involved, as current awareness allows.
- Polite, calm & professional communication with clients, team members and contractors.
- Actively listen to clients with empathy, and appreciation.

FINANCE TASKS

- Creating and reconciling invoices sent to clients.
- Contacting clients with outstanding invoices greater than 20 Days overdue.
- Revenue growth mindset, offering Bungees or rock wall proposal options to provide clients with viable alternative options to secure bookings.
- Identify and communicate with CEO areas of opportunity for revenue or profit growth potential.

LEADERSHIP TASKS

- Weekly task orientated leadership discussions with Client Service Specialist.
- Weekly review of Client Service Specialist KPI's achieved.
- Encourage team members by complimenting and encouraging without demoralising or speaking down toward.

KEY PERFORMANCE INDICATORS:

Delegation of certain tasks to other team members is acceptable and can be agreed upon after consultation with the director. However, the overall task lays within your responsibility to achieve the required KPI.

- Respond to all proposal emails within 1 business day.
- Follow up call on all proposals sent within 3 business days.
- Update all event information correctly to Spreadsheet, Calendar, Invoice, Contractor, as current awareness allows.
- One Drive folders well organised / prepared and current awareness allows.
- Refer to previous event attendance duration and value for future proposals.
- 3 years back / 4 months ahead project, fully prepared by the second week of the month you are in now.
- New folders created for school vac / football clubs etc 12 months ahead of time.
- When creating 3-year project spreadsheets. Enter the correct Day (Weekday / Saturday / Sunday) Month (of previous event) & the intended Year on the file name inside the spreadsheet details. Include all relevant information from previous attendance, including historical hire cost.
- Best efforts made to achieve the Monthly revenue target.
- Best efforts made to achieve the Weekly tasks schedule.
- Maintaining teamwork in a result focused environment.
- Effective communication with all team, clients & contractors encouraging and helpful attitude tone and tact.