

## Job Description: NSW Commercial Assistant

<b>About the Property Council</b>	The Property Council of Australia is the champion of Australia's largest industry that employs 1.4 million Australians and shapes the future of our cities. Our members include large and small companies which invest, own, manage and develop all forms of property as well as providers of professional services to the industry.
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<b>Position</b>	NSW Commercial Assistant
<b>Business Unit &amp; Location</b>	NSW Commercial, Sydney
<b>Reports to</b>	NSW/ACT Commercial Director
<b>Direct reports</b>	None

<b>Position Purpose</b>	Responsibility for the required administrative aspects relating to commercial activities (membership, sponsorship and events) in NSW and provide assistance to NSW events team to ensure successful delivery of our NSW & ACT events program.
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Relationships	
<b>Key Internal Relationships</b>	NSW Event and Marketing Manager NSW Event Coordinator/s Membership Central team
<b>Key External Relationships</b>	Members Sponsors

Key responsibilities and tasks		
Key responsibility area	Key tasks	Measure of success
Events	<p>Registrations for NSW and ACT events processed as per standard procedures – enter registrations into commercial system and complete all related database record tasks, including ensuring payments are received in advance.</p> <p>Liaise with Events team to process changes to registrations, ensure all pre-event administration tasks are completed according to set timeframe including name tag generation, table signage, reports and other administration tasks as requested.</p>	<p>Event registration is effective, accurate and completed in accordance with the time frame set.</p> <p>Timely follow up of any post event issues.</p> <p>Deadlines met or exceeded.</p> <p>Positive feedback from NSW/ACT Commercial Director and other stakeholders.</p>
	Assist onsite at events and coordinate registrations.	

	Assist with marketing activities as required to increase event attendance.	
<b>Debtors</b>	30-day debtor income managed effectively, minimal debtor income in +60 days and no debtor income for non-members post 30 days relating to event attendance	Debtor income collected in a timely manner. Total debtor income reduction over time. Positive feedback from manager and other key stakeholders.
<b>Customer service</b>	Welcome guests to the Property Council of Australia in a professional and polite manner. Responding to requests from members for event information via phone and email regarding event, membership or sponsorship enquiries. Assistance on reception on a relief basis as required	Timeliness of responses and follow up with members. Professional and courteous service to members. Positive feedback from manager and other key stakeholders.
<b>Sponsorship</b>	Provide administrative support around the sponsorship function for NSW events, including emailing of information regarding sponsorship opportunities to prospects and entering new member information into internal systems. Ongoing communication with sponsors, including face-to-face at meetings (with NSW/ACT Commercial Director).	Timeliness of response and follow up to sponsor enquiries. Maintenance of accurate data and information for tracking sponsorship activity. Positive feedback from manager and other key stakeholders.
<b>Membership</b>	Provide administrative around the membership function including entering new member information into internal system and ensuring timely invoicing. Following up on member enquiries.	Timeliness of response and follow up to member enquiries. Maintenance of accurate data and information for tracking membership activity. Timely invoicing of membership dues (new members).
<b>Administration</b>	Undertake administration tasks as required	Administrative tasks performed as agreed. Positive feedback from manager and other key stakeholders.
<b>People and Culture</b>	Proactively champion and role model a one-company culture and our company values. Promote a high performance and accountability culture.	Consistent demonstration of an energised, collaborative and ownership mindset. Positive working relationships are fostered with colleagues.

## Requirements including essential criteria

<b>Experience and skills</b>	<p>Demonstrated experience in a customer facing environment (sponsorship or events) would be highly valued.</p> <p>Demonstrated experience working with detail-oriented tasks with a high level of accuracy, customer focus &amp; professionalism, self-motivated, excellent communication skills, particularly verbal.</p> <p>Good communication skills, in person and by phone. Adapts communication style and medium to suit message and audience.</p> <p>Excellent time management skills and ability to prioritise.</p> <p>Professional attitude and professional personal presentation.</p> <p>Highly organised and efficient.</p> <p>Hard-working, bright, astute, quick thinker and a 'can-do- attitude.</p>
<b>Knowledge</b>	<p>Mandatory proficiency with Microsoft Office Suite.</p> <p>Previous experience with CRM or event management software is desirable.</p>
<b>Education</b>	<p>Tertiary qualifications in event management would be highly desirable.</p>
<b>Essential requirements</b>	<p>Occasional irregular hours during events and conferences.</p> <p>Interstate travel required at times.</p> <p>Moderate physical lifting required.</p>

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