

Job Description: Queensland Team Assistant

About the Property Council	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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Position	Queensland Team Assistant
Business Unit & Location	Queensland Division, Brisbane
Reports to	Qld Commercial Director
Direct reports	None

Position Purpose	To assist the Queensland Division with the administration of events, distribution of marketing materials, and provide exceptional customer service as the first point of contact to Property Council members and other visitors.
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Relationships	
Key Internal Relationships	Qld Division Retirement Living Division National Conferences Team
Key External Relationships	Division Council and Committees Members Visitors Sponsors Venues and Suppliers

Key responsibilities and tasks		
Key responsibility area	Key tasks	Measure of success
Reception	<p>Be first point of contact and face of Property Council for all visitors, phone and email enquiries</p> <p>Respond to all enquiries and requests via incoming calls and emails within 24 hours of receipt</p> <p>Ensure reception, meeting rooms and kitchens are maintained in a clean and tidy manner</p> <p>Manage reception coverage roster during times reception will be unattended, including ensuring phone message is up to date</p>	<p>Consistency of positive experience received by Property Council employees, members and visitors</p> <p>Accuracy and timeliness of response to enquiries</p> <p>Reception, kitchen and meeting rooms are maintained and tidy at all times</p> <p>Reception is attended, or arrangements are in place to cover attendance, at all times</p> <p>Accurate courier bookings</p>

	<p>Promptly distribute incoming mail and deliveries to staff members</p> <p>Book couriers as required</p> <p>Post Qld office mail</p>	<p>All mail has been distributed and posted by the end of the day</p>
Event support	<p>Provide administrative support to the Qld Events team, including booking queries, online registrations, manual bookings and payments</p> <p>Manage the preparation of event admin requirements, including name badges, place cards and sponsor materials</p> <p>Collection of speaker bios, photos and presentations</p> <p>Attend all Queensland Division events, providing support to the team onsite</p>	<p>Events administration delivered in a timely manner</p> <p>Accuracy of event and registration data</p> <p>Positive feedback from event attendees, sponsors and speakers</p> <p>Positive feedback from Qld Commercial Director</p>
Design, marketing and communications	<p>Create marketing, communications and promotional tools including email campaigns, online advertisements, social media, email footers, HTML, newsletters, event flyers etc.</p> <p>Distribute marketing materials as requested by the Commercial Director</p> <p>Distribute communications as required to Property Council members and on social media platforms</p> <p>Ensure all material produced is consistent and aligned with the Property Council's branding guidelines</p> <p>Assist with physical mail outs</p>	<p>Accuracy and quality of marketing and communications collateral</p> <p>Timely production of marketing and communications collateral</p> <p>Positive feedback from Qld Commercial Director and other stakeholders</p>
Team administration	<p>Provide general administrative support to the Queensland Division, as directed by Commercial Director and/or Deputy Executive Director</p> <p>Book meetings and meeting rooms</p> <p>Organise catering as required</p>	<p>Administrative duties performed with accuracy</p> <p>Meetings organised in a timely and professional manner</p> <p>Positive feedback from Queensland Division</p>
People and Culture	<p>Proactively champion and role model a one-company culture and our company values.</p> <p>Promote a high performance and accountability culture.</p>	<p>Consistent demonstration of an energised, collaborative and ownership mindset.</p>

Requirements including essential criteria

Experience and skills	<p>Previous experience in a professional customer service environment in reception or administrative role.</p> <p>Excellent communication and customer service skills, in person and by phone. Adapts communication style and medium to suit message and audience.</p> <p>Articulate, polished phone manner and appearance.</p> <p>Excellent time management and ability to prioritise.</p> <p>Ability to multi-task.</p> <p>Takes the initiative and proactively seeks ways to improve processes.</p> <p>Flexible work attitude and is a team player.</p> <p>Able to manage relationships with members and contractors.</p> <p>Employs active listening skills to confidently and professionally diagnose and solve problems.</p> <p>Demonstrated experience in working beyond expectations and going beyond what is required.</p> <p>Trustworthy, cooperative and flexible.</p>
Knowledge	<p>Previous experience with graphic design (or an ability and desire to learn)</p>
Education	<p>Diploma in events or administration highly desirable</p>
Work experience	<p>Minimum 2-5 years' experience in a similar role</p>
Essential requirements	<p>Occasional irregular hours due to nature of the role</p>

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