



Leading in sustainability

## Administration Support Recruitment

### Organisation Background

Renew (Alternative Technology Association trading as Renew Australia) is a national, not-for-profit organisation that inspires, enables and advocates for people to live sustainably in their homes and communities. Established in 1980, Renew provides expert, independent advice on sustainable solutions for the home to households, government and industry.

We have helped thousands of households save money and reduce their environmental footprint with information on energy efficiency, solar power, rainwater tanks, materials reuse and waste.

Renew engages with more than 250,000 people each year around Australia and beyond. We work with more than 11,000 members in a network of 15 active branches throughout the country. Our community of climate change action includes readers of our two market-leading sustainability magazines *ReNew* and *Sanctuary*, attendants at our Speed Date a Sustainability Expert, and Sustainable House Day events, users of our online information and calculators, people contacting our advice service, and our research and advocacy partners.

Renew advocates in government and industry arenas for easy access to sustainable solutions as well as continual improvement of the technology, information and products needed to change the way we live.

Renew also provides consultancy services based on our technical expertise in energy, water and communications.

A dynamic organisation in an increasingly high profile and rewarding field.

### Role Background

The administration officer role forms an integral part of our Membership services team which comprises four staff, two full time and two casuals. Maintaining and engaging with our Renew Membership base helps the organisation achieve its mission. The Membership services team are the face of the organisation, providing customer service and assistance to members by phone and in person.

Renew is midway through a significant multiyear system migration encompassing the Membership Services Team. The role is full time (5 days per week) and Renew Classification 2 which is currently remunerated at \$31.4154/hr.

Applications Close: Midday 9<sup>th</sup> December.

For Enquiries regarding the role please contact Erin Cummins, Office Manager on (03) 9639 1500  
Applications should be addressed to Erin Cummins via [recruit@renew.org.au](mailto:recruit@renew.org.au)

## Position Description

<b>Position Name</b>	Admin Officer
<b>Employment Basis</b>	12 Month Contract
<b>Number of Hours per Week</b>	37.5 (5 days per week)
<b>Remuneration</b>	Renew Classification 2 plus superannuation guarantee
<b>Reports to</b>	Office Manager
<b>Supervision</b>	None

### Role Description

This role supports the daily administration of the organisation. Key tasks include answering phone queries, renewing memberships and subscriptions, data entry into the membership database and MYOB accounting system and being an important part of a vibrant, fun office.

### Specific Duties

- Being the first point of contact and providing exceptional customer service for member and public enquiries via phone and face to face.
- Assist with the processing of memberships and subscriptions through Salesforce by telephone, third party services and events.
- Processing of inbound and outbound mail including the dispatching of purchased goods and subscription publications
- Maintain inventory of office and stationary supplies
- Other duties as requested

### Required skills and qualifications

- Excellent attention to detail
- High Level communication skills
- Commitment to a high standard of customer service
- Familiarity with excel and word, along with intermediate level computer skills
- Ability to work effectively as part of a team
- A commitment to environmental sustainability
- Experience with using Salesforce or similar CRMs an advantage
- Previous experience in office administration roles an advantage