

## Position Description – Sales and Administration Coordinator

<b>Role Title:</b>	Sales and Administration Coordinator
<b>Reporting to:</b>	Head of Sales
<b>Scope:</b>	Provide strong administrative and organisational support to the Sales team and wider Bureau with support to the Events and Marketing Team and the CEO as required.
<b>Critical Relationships:</b>	<ul style="list-style-type: none"> <li>• Head of Sales</li> <li>• CEO</li> </ul>
<b>Key Responsibilities:</b>	
<p><b>Administration Support to Sales, Marketing, Membership &amp; Events</b></p> <ul style="list-style-type: none"> <li>• Provide incoming phone support for the entire office</li> <li>• Assist Head of Sales with reporting and CRM administration</li> <li>• Assist with CRM updates and data integrity</li> <li>• Research projects as requested by Head of Sales</li> <li>• Assist with support of SharePoint/files</li> <li>• Manage office including boardroom bookings, and all office supplies</li> <li>• Organise client mail outs and deliveries, and all mail</li> <li>• Manage/organise the storeroom and kitchen</li> <li>• Provide back-up/support to Sales Coordinator with Leads and Service requests for incoming enquiries when absent</li> <li>• Assistance with registration at the Canberra Convention Bureau networking nights.</li> <li>• Support to the wider team with general administrative duties – i.e. registering clients for famils, support for marketing and membership invoicing</li> </ul> <p><b>Administration Support to CEO</b></p> <ul style="list-style-type: none"> <li>• Oversee timeline for Month End Reporting Process</li> <li>• Provide back up/support for collation of finance/expense claims for approval and submission to Bookkeepers</li> <li>• Assistance with projects e.g. securing office related quotes, follow up on contracts</li> <li>• Assist with files support</li> <li>• Collation and distribution of board papers</li> <li>• Minute taking at board meetings and Annual General Meeting</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Continue professional development as outlined in professional development plan in conjunction with key performance objectives</li> <li>• Represent Canberra Convention Bureau in a professional and ethical business manner at all times</li> <li>• Other tasks and responsibilities as required with the operation of the Bureau.</li> </ul>	
<b>General Responsibilities (included on all Bureau job descriptions)</b>	
<p><b>Administration and Reporting</b></p> <ul style="list-style-type: none"> <li>• Administration and reporting as necessary to agreed protocols and time schedules.</li> </ul> <p><b>Human Resource Management</b></p> <ul style="list-style-type: none"> <li>• Participate and complete Professional Development and Training plans as agreed.</li> <li>• Actively participate in annual performance reviews.</li> <li>• Establish and maintain effective working relationships with co-workers, supervisors' members, stakeholders, and the general public.</li> </ul>	

**Industry Knowledge**

- Maintain awareness and knowledge of the business tourism sector, in particular the Canberra region environment.

**Corporate Governance & OHS**

- Ensure activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care.

**Perform duties as required towards growth in business events for the destination .**