

Member Services Officer

Package: \$100k including superannuation

Location: Sydney

The Australian Glass & Glazing Association (AGGA) is the peak body representing state association members and individual companies covering glass manufacturers, processors, merchants, glaziers and suppliers of supporting machinery, services and materials.

You will play a critical role in recruiting new members into the Association, and promoting and delivering industry programs to the member base. Initially, the primary focus will be assisting members in achieving Accredited Company status, and you will be the state members' first point of contact for any member service enquiries.

This is a Sydney-based role reporting to the CEO in Melbourne and the discipline to work independently is critical. Travel across all states will make up approximately a quarter of this position's time allocation.

Job responsibilities will include:

- The primary focus will be to assist members in achieving Accredited Company status
- Deliver member services including mentoring, technical assistance and safety assistance
- Liaise with other organizations and government departments including but not limited to regulators, Fair Trading and the AWA
- Monitor legislation and industry guidance such as Standards, and advise members on such
- Promote and help organize industry events
- Report on activities for presentation to State committees and the Executive Board

Skills, qualifications and attributes:

- Passion for building strong relationships with clients / members
- High level written and verbal communication skills
- Advanced problem-solving skills and ability to work to tight deadlines
- Advanced report writing
- Formal training qualification will be viewed favorably
- Knowledge of glass industry / construction / manufacturing highly regarded
- Experience working for a membership based association /organization is highly desirable.
- Advanced skills across Microsoft Office suite

This is a full-time position commencing in January 2018. The initial contract term is 1 year, with potential to extend.

To apply, please forward your resume accompanied by a cover letter addressing your suitability in relation to the above requirements to nancy@agga.asn.au or contact Nancy on 03 8669 0170 for further information.

Only short-listed applicants will be contacted.