



POSITION VACANT

Receptionist/Membership Engagement

3ZZZ Melbourne Ethnic Community Radio - 92.3FM

Location 309 Albert Street Brunswick VIC

Remuneration negotiable. \$50,000.00 - \$58,000.00

Full time Vacancy

Application Close: Fri. 22th October 2024

Position Purpose

To support 3ZZZ's reception and administration activities in collaboration with our production, membership, sponsorship, and administration colleagues.

You will work closely and under the direction of the 3ZZZ manager, with various 3ZZZ Program Committees (PC), Convenors (C) and Board (B) to ensure that our community engagement efforts align with our organizational goals and values.

You will be in charge of giving clients directions to various parts of the office, contacting employees regarding visitors, answering phones and taking messages, and sorting and distributing mail. You should also be able to deal with emergencies in a timely and effective manner while streamlining office operations.

Your role will involve also organizing events, workshops, and meetings to facilitate communication and collaboration between the 3ZZZ volunteer programmers, their committees and convenors and the community.

Your role will be responsible for planning and implementing activities to improve membership management and support Program Committees, Convenors and the Board to increase memberships to 3ZZZ.

Radio 3ZZZ is the largest ethnic community station in Australia. Located at 92.3 on the FM radio band, 3ZZZ started broadcasting on a regular basis in June 1989. Working from studios in the Melbourne suburb of Brunswick, the station is heard across the Melbourne metropolitan region, as far as Geelong to the west and Macedon to the north. Broadcasting 24 hours a day, it is estimated that more than 400,000 people listen to 3ZZZ every week. Since October 2000, the station can also be heard across all Australia and the rest of the world through internet broadcasting. [ABOUT 3ZZZ](#)

To be successful, you must meet the following requirements:

- Australian Citizen/Permanent Residency/Full Working Rights in Australia are essential.
- Be able to provide two reference checks.



Position Title:	Receptionist/Membership Engagement
Classifications:	Receptionist -Level 3, Clerks Private Sector Award 2020 Membership Coordinator- Common Law Agreement
Location:	309 Albert Street, Brunswick Vic 3056
Effective Date:	ASAP
Approved by:	Station Manager
Salary:	\$50K to \$58 K

- For further information contact <https://www.3ZZZ.com.au/contact/>

All applications are treated with complete confidentiality. To apply please send your resume with a covering letter to the president:

George Salloum sallcorp@tpg.com.au

Please note only shortlisted candidates will be contacted.

key Relationships

Internal

Reports to:	Manager
Direct Reports:	N/A
Other:	Sponsorship Coordinator Engagement Coordinator Production Coordinator Bookkeeper & Administration Officer Broadcaster (Volunteers)

External

Other:	Members General Public
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Accountabilities

Membership Administration

Oversee the management of membership records and processes and provide reports to the Manager and Convenors.

Maintain the membership database in accordance with the organisation's constitution.

Prepare and mail renewal and reminder notices for membership as required.

To prepare and mail AGM notices as required for more than 60 ethnic groups broadcasting with the station.

Work closely with the bookkeeper, processing and reconciling incoming payments and undertaking daily banking.

To prepare monthly reports for new membership applications for Convenor review.

Membership engagement

Implement community engagement strategies, (under the direction of the Manager and the Board, approach new and emerging communities and help to organise them to form program committees to enable them to broadcast on 3ZZ).

Build and maintain relationships with 3ZZZ community members and stakeholders (Program Committees/Convenors/Board).

Organize and if required facilitate community events and workshops.

Help Analyse data and feedback to improve engagement strategies and report to the Program Committees (PC), Convenors (C) and Board (B)

Prepare reports and presentations on community engagement activities.

Coordinate volunteer activities and programs, on behalf of Convenors/Board

Develop and distribute communication materials for community outreach.

Provide advice on training and support to staff on community engagement practices

Receptionist - General Duties

Support the day-to-day operations of the station including reception, telephone, amenities and equipment maintenance.

Assisting with communications duties including preparing written, audio, image and video content for the 3ZZZ website. social media and newsletters-

Assisting in the production and scheduling of sponsorship announcements, community service announcements, podcasts as needed.

Support other 3ZZZ staff with membership, production, sponsorship and administration as needed.

Compliance Responsibilities

It is a condition of employment that all employees comply with all 3ZZZ policies, procedures and guidelines including:

- 3ZZZ Code of Ethics.
- Maintaining safe working procedures and practices in accordance with the Occupational
- Health and Safety Act 2004 (Vic).
- Equal Opportunity Act 2010 (Vic).
- Discrimination, Harassment and Bullying policies and relevant legislation.
- Privacy policies and legislation; and
- Industry codes.

Position Specification

Professional Experience & Skills

Essential:	<ul style="list-style-type: none">• Relevant experience in a similar role
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	<ul style="list-style-type: none"> • Excellent interpersonal skills, including written and verbal communication and the ability to prepare reports and correspond with a broad range of people. • Strong team focus with an ability to actively listen to others and positively contribute towards a productive team environment. • Strong planning and organisational skills to effectively achieve priorities, key performance measures and deadlines. • Initiative and ability to make decisions, and use demonstrated problem solving skills. Agility and ability to adapt to changes in the work environment. • <u>Intermediate level of competency with Microsoft Applications (Outlook, Word, Excel, Access, Databases).</u>
Desirable:	<ul style="list-style-type: none"> • Understanding of the role of 3ZZZ, its structure and services- • Understanding of the media sector and community radio. in particular Community Broadcasting. • Understanding of the not-for-profit sector.

Qualifications

Essential:	<ul style="list-style-type: none"> • A qualification related to the position
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Certificate/Licenses

Essential:	<ul style="list-style-type: none"> • Current satisfactory Police Check
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Acknowledgement

It is not the intention of this position description to limit the scope or responsibilities of the position but to highlight the most important aspects of your position. It is essential that all employees are committed to their positions and the success of the enterprise and maintain a willingness to accept total flexibility in the job function and perform any other reasonable duties and responsibilities which may be assigned to the position from time to time.