

Position Description



Position: Conference Administrator

Reports to: Operations & HR Manager

Position Objective: To provide high level administrative assistance in the coordination, organisation and delivery of conferences and events.

Location: This position will be based in the Hobart office, 227 Collins Street Hobart with some interstate travel

Introduction:

The conference management industry is a dynamic and vibrant one. The team at Leishman Associates is growing and we are looking for people who have a commitment to delivering a great product for our clients, representing the company at the highest possible standard, someone who takes pride in their work, is a willing team member and is prepared to give 110%. Moreover we are excited about having a new team member who is keen to learn and develop their skills and career and we will help you every step of the way.

The successful applicant will need to be able to manage several projects at once and be focussed on ensuring ultimate success. It is envisaged that the applicant will have the responsibilities of assisting with multiple conferences per year, in a team-based supportive environment.

This industry is not for the feint hearted. If you take pride in doing a great job and being creative, are extremely thorough and enjoy a challenge, then this is just the industry for you.

It is suggested that potential applicants access the Leishman Associates corporate website

www.leishman-associates.com.au for further information about the company.

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Key Roles and Responsibilities:

May include, but is not limited to:

- Utilising Events Air software to manage conference databases to an accurate and high standard
- Working alongside Conference Managers to ensure timely delivery of information and benefits to sponsors and exhibitors
- Learning and using, Events Air and the Microsoft suite of applications
- Organisation processing of delegate registrations
- Book and confirm block booking for hotels and manage hotel contracts
- Working on site at conferences, client liaison, exceptional customer service provision
- Manage conference websites through a content management system
- Book flights for speakers and clients
- Processing of and responding to delegate enquiries and follow-up queries, whether email based, by telephone or in person
- File and record management for conferences, events and business operations
- Liaison with conference speakers to obtain biographical information, photographs and audio-visual requirements as required
- Undertake administrative duties as may be required to provide an appropriate level of service
- Undertake office maintenance duties as required
- General Administration and answering incoming calls

Performance Measures:

We know you will want to achieve the world and progress in our team so here's how we will measure your success

- Information and documents are accessible, complete and accurate
- Support is relevant to client needs
- Quality customer service characteristics are achieved
- Office practices, and procedures are implemented in a uniform and timely manner
- Banking and financial reports are correct

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Required Attributes/Selection Criteria:

- A minimum of 2 years' experience in an office environment
- Completion of Year 12
- Completion of Event Management course (desired) and / or tertiary qualifications in a relevant discipline.
- Experience within the industry will be favourably considered – particularly in a PCO environment.
- An ability to travel as this is a requirement of the position – at least 3-4 times annually
- An ability to work some weekends throughout the year

Knowledge and Experience:

- Subject to industry training, a capacity to gain knowledge of standard techniques procedures within a conference and event management environment
- Capacity to gain knowledge and experience to exercise limited degree of judgment in a recurring but exciting work situation

Skills and Competence:

- Events Air proficiency highly desirable, however we will provide training
- Intermediate to advanced computer skills, MS Word, MS Excel, PowerPoint
- Good time management skills to achieve standard outputs and defined tasks
- Ability to work to tight deadlines and multi task several conferences at once
- Good telephone manner, enthusiastic and friendly
- Fantastic attention to detail
- Good basic written and oral communication skills
- Ability to favourably portray the organisation to clients

Personal Attributes and Abilities:

- An ability to work under pressure always supported by the team and to meet strict deadlines
- An ability to work within a small but dynamic team
- An ability to work flexible hours
- An ability to show initiative
- A committed attitude to 'getting the job done'

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Organisational Relationships:

Internal: The Conference Administrator will work in conjunction with Conference Managers in Hobart, together with other members of the Hobart team.

External: Clients, suppliers and in the main part conference delegates, as well as members of the general public.

Please Note: This position may require some supported interstate travel and a requirement to work beyond nine to five. However we value work – life balance and will ensure that your needs are met too !

It is envisaged that the position will begin as soon as possible.

Application:

If you are confident that your skills match what we are looking for, and you are interested in joining a highly respected organisation we look forward to receiving your application.

Remuneration:

Will be in accordance with Clerks Private Sector Award depending on experience of the candidate and should be considered as a starting salary with the ability to progress subject to performance.

