

Member Services Officer

Primary Objective

The primary objective of this role is to support the Member Services Team with the administration of services and benefits to eligible Banjima people as part of the executive office function of BNTAC.

Key Duties and Responsibilities

ADMINISTRATIVE AND OPERATIONAL SUPPORT

- Efficient administration, including the review and processing of beneficiary applications
- Ensure accurate records are maintained in the CRM database
- Ensure high level customer service and satisfaction
- Maintain positive working relationships with colleagues, members, and service providers
- Generate required information and reports for the Member Services Team Leader, as requested
- Adherence to process, systems, procedures and ensuring compliance within policies
- Periodic travel to the Pilbara region to attend meetings as required
- Adherence to authorised approval levels

Other Duties

- Maintain strict confidentiality and professional approach, when dealing with incoming and outgoing communications
- Assist in collection of content and stories for use in BNTAC's communications
- Support the planning and execution of BNTAC events as required
- Other duties as required by the Member Services Team Leader

Essential Attributes

- Experience in administering member services or related services
- High level interpersonal skills with the ability to establish and maintain positive and productive relationships with Elders, members, major partners, and stakeholders
- Ability to work in a busy environment whilst managing conflicting demands
- Ability to think critically and demonstrate initiative
- Ability to handle sensitive information, and manage information systems to maintain member records and generate reports
- High level organisational skills and ability to consistently follow-through on tasks in a timely manner; and
- Ability to work with others in a high performing team.
- Cultural competence, especially with Aboriginal people.

HIGHLY DESIRABLE

- Identify and are recognised as a Banjima person