



Offices in Toowoomba, Bundaberg, Darwin, Sunshine Coast and Townsville

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## MEMBERSHIP OFFICERS - LEVEL 3 POSITION DESCRIPTION

### Position details

<b>Position term:</b> Multiple continuing positions	<b>Closing date:</b> 4pm – Friday 3 February 2023
<b>Position status:</b> Full-time	<b>Email applications to:</b>
<b>Position location:</b> Brisbane	Human Resources Officer <a href="mailto:mcampanini@ieuqnt.org.au">mcampanini@ieuqnt.org.au</a>

### Role purpose

The role of a Level 3 Membership Officer involves the critical tasks of maintaining the membership database and processing membership payments.

The membership database underpins the work of our Union, and the integrity of this information is essential to the daily operations of our organisation. Therefore, the position requires precise, efficient, and high-level data entry skills.

The position requires engagement with our members to provide accurate and timely membership advice to members both on the phone and in written correspondence.

An IEUA-QNT Membership Officer is required to work as part of a dynamic team to action the tasks associated with the continuous workflow of the membership department.

The work of our membership team ensures that we are well placed to develop our union as a strong and effective voice for employees in non-government schools.

### Reporting relationships

A Level 3 Membership Officer is immediately responsible to a supervisor and ultimately responsible to the Branch Secretary or delegated Assistant Secretary.

## **Duties and Responsibilities**

In this role your duties will include:

- Data and payment processing
- Providing detailed membership advice to Members
- Maintaining the membership database

A detailed and comprehensive position description will be provided on commencement.

## **Selection Criteria**

Your application should specify your relevant qualifications and background and then address the following selection criteria:

1. High level knowledge with practical demonstration in Microsoft Officer 365, specifically Word, Excel, and Outlook.
2. Accuracy and attention to detail in data processing and database operations.
3. A high degree of interpersonal and communication skills.
4. Ability to prioritise workflow.
5. Appreciation of union values.

Training and on-going support will be provided.

## **Additional information**

- Our union is committed to providing on-going professional development and training for its employees.
- Our union promotes a non-smoking lifestyle.
- Further information in relation to our union may be obtained from our website [www.ieuqnt.org.au](http://www.ieuqnt.org.au).

## **LEVEL 3 MEMBERSHIP OFFICER SALARY STRUCTURE AND CONDITIONS**

1. The position is classified under the IEUA-QNT Clerical Staff Collective Agreement 2019, and all conditions of employment are contained in that document.
2. This position is designated in the range Level 3 Step 1 to Level 3 Step 4 of the Clerical Wage Scale \$68,896 - \$76,558 p.a.
3. Appointment to a salary level will be made based on qualifications and experience.
4. Other Conditions:

(a) Recreational Leave	4 weeks per annum
(b) Personal Leave	15 days per year
(c) Bereavement Leave	3-5 days depending on circumstances
(d) Carer's Leave	As per National Employment Standards
(e) Clerical Leave	9 days per year
(f) Superannuation	12% SGC paid by our union. Additional employer contribution is based on an employee co-contribution.