Independent Education Union
Queensland and Northern Territory Branch

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

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MEMBERSHIP OFFICER - LEVEL 3 - 4
POSITION DETAILS

Position details

Position term: Continuing	**Closing date:** 4pm – FRI 28 AUGUST 2026
Position status: Full-time	**Email applications to:**
Position location: Brisbane	Human Resources Officer mcampanini@ieuqnt.org.au

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, review and audit 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:

- Payment processing
- Providing detailed membership advice to Members
- Data entry, review and audit to maintain 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 Office 365, specifically Word, Excel, and Outlook.
2. Accuracy and attention to detail in payment processing, data entry, review and audit.
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.

LEVEL 3 - 4 MEMBERSHIP OFFICER
SALARY STRUCTURE AND CONDITIONS

1. The position is classified under the IEUA-QNT Clerical Staff Collective Agreement 2024. and all conditions of employment are contained in that document.

2. This position is designated in the range Level 3 Step 1 to Level 4 Step 4 of the Clerical Wage Scale $78,671 - $97,622 p.a.

3. Appointment to a salary level will be made based on qualifications and experience. An appointment may be made at level 4 step 1 for an applicant with previous experiencing leading a membership team and high-level experience in data entry, review and audit.

4. Other Conditions:

(a) Annual 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	12.75% SGC paid by our union. Additional employer contribution is based on an employee co-contribution.