



**Australian Cheer  
Sport Alliance  
Limited**  
6/103 Lewis Road  
Knoxfield VIC 3180  
A.B.N 35 624 569 080

## **ACSA Role Purpose Statement: Executive Support and Member Services Coordinator – Full Time - Flexible location**

<b>Role title:</b>	ACSA – Executive Support and Member Services Coordinator
<b>Role reports to:</b>	Chairperson, ACSA Board
<b>Salary:</b>	TBC – based on skills and experience in accordance with the Sports Organisation Award 2010.
<b>Hours:</b>	Permanent Full Time Role
<b>Purpose:</b>	To effectively support the ACSA board in achieving their ongoing commitments to members in stimulating, encouraging and promoting cheer sport within Australia.



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**Accountabilities:**

A list of the key responsibilities of the role, detailing what the role is accountable for

The incumbent will support the Board to execute ACSA's strategic direction and continue with ACSA's mission of providing leadership, uniting and developing Cheer sport throughout Australia.

The successful candidate will continue to implement ACSA's processes and procedures as well as draw on previous experience to build and improve the organisation supporting the Board to deliver ACSA's strategic pillars.

Role duties include:

**Member Services**

- Develop and provide ongoing support to all members of ACSA to ensure they are actively engaged with the organisation including membership applications and annual renewals.
- Build and maintain accurate current member database.
- Ensure high quality records management and customer service for existing and potential members.
- Create and add value to member experience by regularly reinforcing and revisiting member value propositions.
- Manage membership fees as determined by the Board.
- Assist members and stakeholders with general enquiries in a timely manner.

**Board support**

- Manage all required papers, minutes, and action items for a range of member groups including the Board and committees.
- Support the preparation for all meeting logistics including location, attendees and utilising phone, web, or online meeting tools.
- Prepare required documentation for Annual General Meetings and support the Chairperson and Board conducting in the AGM.
- General support for ACSA board members.

**Communications**

- Develop and implement a proactive approach to industry information dissemination, including proactive issues



	<p>management for all cheer issues as well as improved access for members to a range of data sets.</p> <ul style="list-style-type: none"> <li>• Develop strategies for membership engagement with cheer and dance programs, as well as with national peak bodies and like businesses.</li> <li>• Manage, control, and produce engaging content, for ACSA's social media channels and website.</li> <li>• Create and execute marketing programs that drive engagement with stakeholders.</li> </ul> <p><b>Business Administration</b></p> <ul style="list-style-type: none"> <li>• General Office management including accounts payable and receivable, budget management, knowledge management and other administrative tasks as directed.</li> <li>• Develop and draft policies for ACSA as well as templates for Members to utilise.</li> </ul>
<p>Skills and Experience</p>	<ul style="list-style-type: none"> <li>• Qualifications in business management, sports administration, marketing, customer service or other relevant qualifications.</li> <li>• Ability to demonstrate previous experience in a membership-based organisation or similar.</li> <li>• Excellent relationship building skills.</li> <li>• Strong personal organisational and time management skills.</li> <li>• Excellent written communication skills.</li> <li>• A proven ability to work independently and within a small team.</li> <li>• Experience managing a range of projects simultaneously.</li> <li>• High level of attention to detail</li> <li>• Experience working to targets and achieving results</li> <li>• A demonstrated ability to engage with business owners and stakeholders.</li> </ul>
<p>Financial &amp; People accountability:</p>	<ul style="list-style-type: none"> <li>• Assist Finance Committee with ACSA Budget</li> <li>• Nil People leadership responsibilities</li> </ul>