



Position Description: Member Services Coordinator

Position details

Employment classification	Full time contract
Probationary period	6 months
Reports to	Senior Relationship Manager

Key behaviours and values

Supply Nation's values guide the way we work without members and suppliers, within our communities and with each other. Through integrity, accountability, collaboration, excellence and empowerment, we create a culture where ideas flourish and a difference are made. We work together to transform the Indigenous business sector.

Integrity

We care deeply about what we do and how we do it. We stand up for what we believe in.

Accountability

We take responsibility for our own actions. We honor our commitments.

Collaboration

We work together as a unified team to produce the best results for our customers.

Excellence

We are committed to consistent professionalism as a positive, flexible, and responsive, innovative and efficient team.

Empowerment

We create and promote a culture where all may thrive.

Position summary

Supply Nation's vision is for a vibrant, prosperous and sustainable Indigenous business sector in

Australia. The Relationship Management team supports that by:

- driving understanding that the purchasing power of businesses can be used to deliver positive social outcomes.
- facilitating connections between our members' procurement departments and Indigenous businesses that are listed on Supply Nation's directory, Indigenous Business Direct.

Working alongside the membership team, your key tasks will include building and maintaining strong relationships with members to facilitate business engagements between:

- Supply Nation's Not-for-profit, corporate and government sector members (including procurement managers, corporate social managers and/or purchasing officers), and
- Indigenous businesses who are Registered or Certified with Supply Nation in order to facilitate contracts and purchases where possible.

Reporting to a Senior Relationship Manager, the Member Services coordinator, will play a crucial role in maintaining and enhancing the relationships between Supply Nation and its valued members and supporting the broader membership team.

You will serve as the main point of contact for Supply Nation Select Members and key contacts of lower engaged members, addressing queries and offering dedicated support for their membership. Your responsibilities will encompass assisting members in updating their account information on Salesforce, managing portal access, and providing support to ensure members maximise their benefits. Additionally, qualifying and nurturing inbound leads, representing Supply Nation in various meetings and events, providing business matching services, and offering administrative support to the Membership Team will also be integral parts of your role. The functions of this position will continue to evolve with the needs of the organisation and our stakeholders.

Key responsibilities

Membership

Member Relations:

- Act as the primary contact for Supply Nation Select Members and lower engaged corporate and government members, addressing queries and providing support for their membership.
- Build and maintain strong relationships with key contacts of less engaged corporate and government members.
- Provide administrative support for memberships programs such as Jumpstart

CRM Management:

- Working with Salesforce, assist members in updating their account information, including adding, deleting, and activating portal access.
- Provide guidance on utilising the member portal effectively.

Lead Qualification and Development:

- Qualify, nurture, and develop a volume of inbound leads to enhance member engagement.

Membership Application Support:

- Assess pending member applications, ensuring all required information is recorded in Salesforce.
- Provide a concierge service to potential members, guiding them through the application process.
- Refer completed applications to Senior Relationship Managers for conversion and submission for approval to the Head of Member Services.

Representation:

- Represent Supply Nation in meetings and events, fostering positive relationships with various stakeholders.

Business Matching Services:

- Provide business matching support to introduce relevant Indigenous businesses to members upon

request or as needed.

Administrative Support:

- Offer administrative support to the Membership Team to ensure smooth operations.

Cross functional

- Develop and maintain relationships with potential and current partner organisations
- Work with other business units to achieve broader Supply Nation, member and Indigenous enterprise development goals
- Maintain the accuracy and completeness of information contained in Supply Nation's CRM.
- Work effectively and collaboratively with other team members
- Complete project work and other duties as identified and agreed with your manager.

Workplace health and safety

- Maintain a clean and safe work environment while complying with all safety policies and procedures
- Escalate all workplace accidents and hazards to line manager, and implement immediate action for identified hazards if able to do so
- Participate in workplace consultative meetings and recommend improvements to relevant workplace health and safety practices within the workplace.

Key selection criteria

Specialist knowledge and attributes

- Demonstrated understanding of Aboriginal and Torres Strait Islander societies and cultures and the issues impacting Indigenous Australians in business
- Demonstrated experience working with large corporate organisations and knowledge and/or capability of interpreting government Indigenous procurement policies
- Demonstrated ability to interact with all levels of stakeholders from C-suite to operations
- Demonstrated knowledge and understanding of small to medium business enterprises
- Digital competence in tools including Microsoft Office applications (especially Word, PowerPoint, Excel, Teams, Outlook and SharePoint), and Salesforce.

Knowledge, skills and experience

- Demonstrated high level oral and written communication, analytical and liaison skills
- Ability to assess the appropriate information to provide, and services to refer with little direction
- Demonstrated experience in supporting strong working relationships both internally and externally
- High-level administrative and communication skills including effective time management and prioritisation skills, the ability to prepare reports, business letters and general correspondence
- Well-developed interpersonal skills demonstrating a positive approach to prompt and responsive customer service and managing expectations of Supply Nation members, partners and suppliers
- Demonstrated knowledge (or the ability to rapidly acquire knowledge) of different business models and company structures
- Ability to learn and work with procurement teams (previous experience with procurement teams is desirable).

Additional requirements

- A current driver's license.
- Attendance at after hours' meetings may be required.
- Ability to work cross-functionally and across geographies as interstate travel may be required.