



Position Description

Marketing & Sales Assistant

Department: Marketing & Sales
Reports to: Head of Fundraising and Operations
Location: South Brisbane

Position Purpose

Under direction of the Head of Fundraising and Operations, this position contributes to the effective administration and ongoing improvement of administrative support processes, as well as assisting in the delivery of marketing and sales initiatives for the organisation.

This position undertakes a range of administrative processes, providing high quality service and support to internal and external customers.

Position – Key Result Areas

This position works under direction of the Head of Fundraising and Operations in delivering against each of the areas of accountability outlined below.

This position is supported through day-to-day coordination of activities by the Growth & Engagement, Campaigns, Operational Support and Contact Centre teams, working in close consultation with the Head of Fundraising & Operations and Head of Marketing & Sales.

This position is a member of the Marketing & Sales team and works collaboratively with others to ensure the effective administration of systems and processes that support the organisation's programs and services with a focus on quality and continuous improvement.

Accountability [1-4]

Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]



Process and Operations Support

- Provide marketing and campaign development support for the Campaigns Team, including in relation to collateral development, campaign asset production, brief writing and promotion planning. [1]
- Provide implementation, moderation and administrative support for the Growth and Engagement Team, including organic social media development and support for the Deaf Lottery. [1]
- Contribute, where appropriate, to the development and production of communications and video assets. [3]
- Assist the Operational Support Team with lottery and e-shop tasks including customer support and account management, lottery ticket and order processing and reporting. [3]
- Support various planning, coordination, tracking and reporting processes in the Contact Centre. [3]
- Provide effective and high-quality customer service and support to a wide range of internal and external customers in line with agreed policies and processes. [1]
- Provide administrative support to the Marsales management team. [1]

General

- Undertake other duties as directed by the Head of Fundraising & Operations and Head of Marketing & Sales. [1]
- Contribute to and participate in process improvement activities [3]
- Comply with Deaf Connect policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury. Also, support Deaf Connect policies and procedures and guide other staff to do so. [1]
- Understand the relevant Deaf Connect quality management systems and working within them, as well as supporting staff to access and understand the relevant parts of Deaf Connect quality management systems. [1]



Decision Making

Decisions

Time management, work priorities and agreed procedures.

Recommendations

Process development and performance improvement
Key customer and stakeholder engagement for consideration of community impact and outcome.

Primary Relationships

Internal	Purpose / Relationship
Head of Fundraising & Operations	Direct line management Provide advice and support
Head of Marketing & Sales	Consultation on priorities, Reporting, advice and support
Manager, Growth & Engagement Manager, Marketing Manager, Contact Centre Team Leader, Operational Support	Coordination of day-to-day activities, Advice and support
Marketing & Sales Team	Communication, information and teamwork as part of a productive team
External	Purpose / Relationship
Customers and community	Engagement, service and support
Persons/functions that report to this position	Role / Relationship
Nil	



KNOWLEDGE AND SKILLS

Requirement for skills / knowledge in this position

[N]	None	[L]	Little need	[D]	Desirable
[M]	Moderate	[I]	Important	[C]	Critical

	N	L	D	M	I	C
Innovating			*			
Planning			*			
Organising						*
Financial Acumen		*				
Customer/Client Orientation						*
Administration						*
Auslan			*			
Vision		*				
Data Gathering					*	
Evaluation				*		
Problem Solving					*	
Deciding		*				
Implementing					*	
Communicating						*
Negotiating			*			
Consulting					*	
Participating						*

Selection Criteria

Essential

- Interest in marketing and sales campaigns including social media marketing and entry level design and editing production.
- Knowledge of social media platform account management or ability to learn new technologies quickly.
- Ability to undertake a range of administration and customer support processes with a focus on accuracy, efficiency and continuous improvement.
- Demonstrated ability to work effectively as part of a team.
- Willingness to be adaptable and change priorities in line with the evolving needs of the team.

Desirable

- Previous experience in video editing and use of Canva
- Auslan skills and understanding of the Deaf community
- Existing knowledge of Deaf Connect
- Experience or understanding of the community or not for profit sector



Please sign below your agreement of the above position description

(Please Print Name)

(Signature)

(Date)