

Position Description: Learning & Events Customer Experience Administrator

Title:	Learning & Events Customer Experience Administrator
Reports To:	Learning & Development Events Designer
Location:	57 Kilmore Street, Christchurch
Date Completed:	July 2022
Internal Relationships:	Events and Training Team & Customer Experience Team Chief Executive, the Executive Team, Finance Team, Business Services Team, Partnerships Team, Memberships Team, Marketing Team, Communications Team, , Executive Assistant,
External Relationships:	The Chamber course facilitators, members, other customers, BusinessNZ Network, external contractors/suppliers to the Chamber, external stakeholders.
Direct Reports:	No direct reports

Purpose of Learning & Events Customer Experience Administrator Position

Background

One of the key objectives of The Chamber is to build individual business capability. One way we achieve this is through the delivery of a comprehensive events and training programme which have become some of the cornerstone services that the Chamber offers to its members as well as the wider business community.

Position Objectives

The purpose of this position is to provide an outstanding customer experience for attendees of Chamber events and training sessions through coordinating and providing administrative support and assistance to the Learning and Events team who have responsibility for the overall Chamber events and Learning programme. The role is pivotal to evolving the Chamber's onsite customer experience, connecting attendees into the Chamber, and contributing to making memorable and meaningful experiences for our customers

The Role will include the following areas of responsibility

- Training and events Administration support
- Training and Event logistics, coordination and support.

Key Areas of Responsibility

You are responsible for delivering on the following key accountabilities for this role. Key performance indicators (KPIs) will be discussed and agreed with you upon commencement. These include:

Training and Events Registration & Enquiries

- Manage training and event registrations and enquiries (through email and phone calls) from members and customers
- Process event and training registrations, transfers and cancellations
- Day-to-day administration tasks as required e.g. system entry

Key Areas of Responsibility

- Build and maintain strong relationships with a range of internal and external stakeholders and other key external organisations.

Training and Events Delivery Logistics

- Responsible for the upkeep and cleanliness of the service areas and equipment (kitchen and breakout space)
- Manage internal room bookings
- Setup, catering, and pack down of onsite events and training
- Meet and greet attendees of onsite events
- Attend offsite Chamber events as the events roster requires (this will, from time to time, require working outside normal business hours)
- Setup and troubleshoot communication tools, such as online conferencing (Zoom and Teams), presentation equipment and software
- Support with setup, opening and closing virtual sessions as required.

Training Coordination and Administration

- Own end-to-end logistics for online and in-person learning events, including coordination of course set up in our Training Management System, course applications and approval forms, catering ordering, and processing customer billing and supplier invoices.
- Ensure resources are up to date, including the kitchen supplies, workbooks, training materials etc.
- Collate, and distribute customer evaluation reports to key stakeholders.
- Add event listings requested through Regional Business Partner network , raise and process associated invoices.

Events Support

- When required supporting the Event Managers with administration tasks, event listing setup, printing name badges, pre and post event communications, Westpac Champion Business Awards.

General

- Any other duties that may arise as the position develops
- Promote and actively encourage membership growth through identifying and actioning membership acquisition and retention opportunities
- Actively participate in:
 - Team meetings
 - Annual business planning process
 - Staff engagement surveys
 - Professional development
 - Identifying and acting on opportunities that support our strategy
- Operate within the agreed Strategy/Operational Business Plan and Budget

Corporate Responsibility

- Create and maintain information and appropriate Chamber management systems
- Promote a positive and professional image of Chamber at all times
- Represent the Chamber as appropriate
- Engage in appropriate stakeholder liaison
- Understand and implement the Chamber values - **“We are Real, We own it, We Focus on Impact and We ❤️ our customers”**
- Ensure you understand and adhere to all Chamber Policies including the Chamber Health and Safety Policy, which involves actively contributing towards the Chamber’s commitment to the safety and wellbeing of our fellow staff and our members at all times.
- This role involves regular contact with the public which creates an increased likelihood of infection from transmissible illnesses. Therefore, risk mitigation under our health & safety policy requires the use of masks, physical distancing and vaccination is recommended to maintain safety.

Key Competencies/Knowledge/Skills and Experience

	Required	Desirable
Highly organised and customer focussed	✓	
Strong administration and coordination background	✓	
Excellent communication and people skills	✓	
Advanced user of Microsoft Office Suite	✓	
Experience in learning and development coordination or administration support	✓	
Experience in event coordination or administration		✓
Workshop logistic experience		✓
Online experience - Operation of webinars, zoom meetings and ownership of the zoom collateral (virtual backgrounds, intros, outros etc)	✓	
Experience in using Training and Event management systems		✓
Experience in using CRM systems	✓	
General understanding of business and the Canterbury economy to be able to understand what services will add value to The Chamber's customers		✓

Personal Attributes

Personal Attributes	Characterised by:
Prioritises well	<ul style="list-style-type: none"> • Meets deadlines and communicates well in advance when there is a challenge • Works with others to ensure alignment on collective priorities • Is comfortable parking a task or even saying no to tasks or opportunities where there are greater needs elsewhere
Communication	<ul style="list-style-type: none"> • Strong verbal and written communication skills demonstrated through face-to-face interactions, phone conversations and digital communications, like email and social media. • Ability to work in a collaborative way as an active member of your team, project team, and individually; being comfortable to share and communicate your ideas
Customer Focus	<ul style="list-style-type: none"> • A passion for providing excellent customer service and support • Thrives on providing excellent support to others
Personal Organisation	<ul style="list-style-type: none"> • Self-directed, highly motivated and enjoys working in an empowering, flexible environment • Well organised • Copes well under pressure • Attention to detail is important to you
Self-Knowledge	<ul style="list-style-type: none"> • Is a self-starter • Uses initiative to bring up ideas on new ways of doing things
Integrity	<ul style="list-style-type: none"> • A high level of integrity, confidentiality and honesty
Agility	<ul style="list-style-type: none"> • The ability to effectively switch from one task to another • Keeps track of deadlines • Change track on a task as needs change • Willing to try new ideas even when the outcome is not certain • Open to work outside normal business hours when required • Curious about exploring new technologies to increase efficiency and improve customer experience

I acknowledge receipt of and agree to the above job description and understand that key performance indicators will be agreed to upon appointment for each of the key areas of accountability that reflects the current business plan and budget and reviewed annually.

Signed		(the Employee)

Dated		

Signed		(the Employer)

Dated		
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