

Position Description

Position Title:	Executive Support Coordinator
Reports To:	Chief Operating Officer
Effective Date:	July 2023

Position Summary/Purpose

This role is integral to the smooth operation of the business and focuses specifically on delivering administrative functions to various parts of the business.

General Statements/Position Requirements

- Provide experience managing competing priorities and achieving deadlines
- Excellent time management skills
- Excellent communication skills and ability to manage stakeholder expectations
- Strong attention to detail and the ability to see tasks through to conclusion
- Proven ability to solve problems, think outside the square and provide innovative solutions to both internal and external customer needs
- Proven ability to work autonomously and as part of a team to deliver on required tasks
- Commitment to working as part of a small team and providing a quality service to internal and external customers
- Ability to communicate effectively and professionally, both written and verbal, with both internal and external stakeholders
- Ability to communicate in plain English
- Highly organised to ensure smooth day to day management of responsibilities
- High level information communication technology skills with the ability to learn and utilise new systems and platforms
- High degree of professionalism and a capacity for lateral and innovative thinking
- Ability to maintain confidentiality at all times
- Enthusiastic, motivated, positive attitude and the ability to use own initiative
- Commitment to supporting the Tasmanian business community to thrive

Key Accountabilities/Responsibilities

- Undertaking a range of administrative duties to contribute to successful service and project delivery, this may include:
 - Working with project team to identify project priorities and actions
 - Scheduling workshops and training sessions
 - Booking meetings and appointments in consultation with relevant team members
 - Liaising with businesses
 - Project administration activities

- Preparing communication for TCCI website or distribution through social media, email campaigns etc
- Attending meetings and progressing meeting actions
- High level provision of executive support to CEO and COO (as required) including monitoring and actioning emails, letters, phone calls, enquiries and other tasks as appropriate
- Coordination of TCCI Committee meetings, including preparing agenda, taking minutes and progressing meeting actions
- Managing the CEO's diary and appointments in consultation with the CEO
- Provision of service to clients such as membership enquiries, business hotline and other activities as appropriate
- Contribute to management of TCCI website, CRM and other relevant systems
- Understand and contribute to business strategy and objectives
- Contribute to a clean, tidy and professional office environment
- Other duties as directed

Work Health and Safety (WHS) – Worker responsibilities

- Take reasonable care for their own health and safety
- Take reasonable care for the health and safety of others
- Comply with any reasonable instruction by the Persons Conducting a Business or Undertaking (PCBU)
- Cooperate with any reasonable policies and procedures of the PCBU

Experience, Knowledge, Skills and Competencies

- Minimum three years-experience in a similar role such as executive assistant, project officer or high level administration
- Demonstrated written and verbal communication skills
- Excellent attention to detail and ability to see tasks through to conclusion
- Ability to show initiative and facilitate continuous improvement
- Ability to work independently and manage competing priorities to meet deadlines
- Ability to work autonomously and within a team
- Experience in managing own time and organising workload
- Demonstrated ability to think laterally and solve problems
- Results driven and oriented with demonstrated success in a similar role

Dimensions

Direct Reports:	None
Indirect Reports:	None
Total Staff (for support role):	None