



## Australian Camps Association - Position Description

<b>Position Title</b>	Membership and Preferred Suppliers Manager
<b>Location</b>	Preston, Victoria
<b>Reports to</b>	CEO
<b>Classification</b>	Full Time
<b>Date Prepared</b>	February, 2023

### Position Overview

The Australian Camps Association (ACA), is the national peak body for camps and associated providers, believes that participating in supported outdoor experiences through camps and adventure activities leads to happier and healthier lives. Our vision is to facilitate 'more people outdoors more often'.

The ACA was formed in 2005/6 when the Camping Association of Victoria merged with the Tasmanian, South Australian and Queensland Associations. Today we provide information, resources, services and training to well over 200 members across Australia.

The Australian Camps Association includes People Outdoors, established in 1989 to provide outdoor recreational activities for people of all ages living with disability. The Australian Camps Association is a registered NDIS service provider accredited with the Quality Tourism Accreditation. Programs include overnight through to four-day camps.

This role is pivotal in supporting the members of the Australian Camps Association (ACA), and recruiting new members. It is very much a sales and relationship management function.

The role requires a willingness to establish and maintain strong lines of communication with members, and other stakeholders and to deliver outstanding service to the ACA and its members.

The role is Full Time, and is based at the ACA office in Preston. Regular interstate travel will be required with dates of travel negotiable.

### Key Performance Indicators:

- Recruit and retain ACA members in all states.
- Develop and maintain relationships with ACA Members.
- Recruit and retain ACA partners and preferred suppliers in response to member needs.
- Generating additional revenue streams via the preferred partners program.

# *The national peak body for camps and associated providers*



## **Essential Job Functions**

- Manage the recruitment and retention of all ACA Members.
- Organise for personal visits to members in conjunction with the CEO.
- In conjunction with the Finance Officer, monitor outstanding membership fees and take appropriate action (i.e sending reminder letters, informing CEO etc.)
- In conjunction with the CEO set annual budgets for the membership department.
- Implement business and marketing strategies to improve the profitability of the membership department.
- Oversee the annual production of the Guide to Camps.
- Regularly communicate ACA services available to members.
- Prepare an ACA Board report as required.
- Administer and respond to membership enquiries.
- Assist with the creation and distribution of membership kits to ACA members.

## **Accountabilities**

- Recruitment and retention rate of ACA Members.
- Maintain and grow revenue streams via ACA preferred suppliers/partners.

## **Skill Required**

- Highly motivated.
- High level people skills, open and welcoming demeanour.
- Outstanding customer service focus.
- Excellent attention to detail.
- Excellent organisational skills
- Ability to deal with difficult situations and problem solve.
- A good team player.
- Highly developed verbal and written communication, presentation and negotiation skills.
- Developed IT skills.
- Proven ability to show initiative, plan, set priorities and manage change.
- A preparedness to travel interstate and in regional Victoria.

## **Mandatory**

- Business degree or equivalent tertiary qualification.
- Experience building and maintaining professional relationships.
- Sales/commercial experience.
- Australian driver's licence.

## **Desirable**

- Knowledge of the camps industry.

NOTE: This position description is not intended to be all inclusive. The employee may perform other related duties as negotiated to meet the ongoing needs of the organisation.