

POSITION DESCRIPTION

ADMINISTRATION SUPPORT & DATA BASE OFFICER
NOVEMBER 2025

Position Description

Position Title:	Administration Support & Data Base Officer
Position Workload:	Permanent Part Time (22.5 hours per week)
Office Location:	Hybrid – Melbourne Based
Reports To:	Chief Executive Officer

Approval Date:	Approved by:
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1. PURPOSE

The Administration Support & Data Base Officer is a key support role within the EUAA. The primary functions are to provide administrative support services for EUAA team members, manage the EUAA member and member prospect data base (Salesforce) and work within a tight knit team to enhance member satisfaction.

Key tasks include providing administrative assistance for EUAA team members, processing member applications, maintaining accurate member records, preparing membership reports, assisting to build and maintain comprehensive member profiles and provide logistical support for a range of member engagement activities.

2. KEY ACTIVITIES AND RESULT AREAS

- Organisational Support: Assist with CEO diary management, manage office supplies, assist with collation and dissemination of board meeting materials and provide other day-to-day administrative support for the EUAA team such as helping to facilitate external communications (i.e. letters and various member communication) and lodging policy and regulatory submissions.
- Data-Base Management: Manage member-related data-base (Salesforce), process and update member records, assist in developing comprehensive member profiles and help keep track of membership leads.
- Logistical Support: Working with the EUAA team, help facilitate various member events including the EUAA National Conference, in-person member events (i.e. member breakfasts, state-based forums, field trips and on-line events), the EUAA AGM and other member engagement activities.

3. JUDGMENTS

- The successful candidate must be able to efficiently manage many conflicting commitments and coordinate both internal and external engagement with a wide range of stakeholders.
- Ability to prioritise tasks to manage workflow.

4. COMMUNICATION WITH OTHERS

- Chief Executive Officer

- EUAA Staff
- EUAA members

5. **COMPETENCY**

Knowledge and Experience (including qualifications)

- Demonstrated experience in data base management with specific focus on Salesforce and MS suite (i.e. Excel, Word, Power Point).
- Demonstrated experience in general office administration and business practices and provision of efficient logistical support in a small, close-knit team environment.
- Demonstrated Experience working in a small busy team managing diverse, often competing needs with tight timelines
- An understanding of the energy industry is preferred but not essential

Skills and Attributes

- Attention to detail and ability to follow processes.
- Self-motivated, highly organised and meticulous with the ability to work with minimal supervision.
- Demonstrated ability to prioritise while managing multiple, diverse tasks.
- Excellent written and verbal communication skills
- Ability to work productively within a small team environment.

6. **CHALLENGES**

- Attention to detail is essential to ensuring EUAA member data base is maintained to a very high level of accuracy.
- Multi-tasking and ability to prioritise.
- Working with a diverse range of internal and external stakeholders.
- Working to tight deadlines.
- Ability to learn quickly in a fast-paced environment.
- Functioning within a team that works varied hours in diverse locations.

7. EUAA BACKGROUND INFORMATION

"A trusted and relentless voice seeking a competitive, reliable and sustainable energy supply for all energy users"

The Energy Users Association of Australia (EUAA) was formed in 1996 to provide a single national association to effectively represent and service the needs of Australian energy users. We exist to assist our members run efficient and profitable businesses as they relate to their energy use.

EUAA operates to support its members, helping them to achieve their energy objectives through a range of services that focus on key areas of Advocacy, Communication, Networking and Service.

There is no other organisation in Australia with the credentials of EUAA to represent the needs of energy users in our rapidly evolving and volatile energy markets.

EUAA Vision

To be a trusted and relentless voice within the energy sector, seeking a competitive, reliable and sustainable energy supply for all energy users.

EUAA Mission

The EUAA will provide a timely and professional service to members in four key areas: Policy Development, Advocacy, Information and Networking. The EUAA will represent its members collective views and respect the divergence of views of individual members.