



## Ethnic Broadcasters' Council of the ACT and Surrounding Districts Inc.

Canberra Multicultural Service (1CMS)  
Community Radio FM 91.1 MHz  
Grant Cameron Community Centre  
27 Mulley St, Holder 2611  
Ph: (02) 2687 7058

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### **CMS RADIO FM 91.1**

**Position Title:** Administration Assistant, Member Services & Communication

**Position type:** Casual (7-10 hours per week) Clerks Award L2, year 1, \$27.54 per hour plus superannuation; currently funded until June 2019.

The Member Services & Communication Administration Assistant will assist the Development Manager and Operations & Administration Manager in achieving results in funded projects in 2019. These include:

- Delivering improved member services to CMS' volunteer broadcasters;
- Primary point of communication with volunteer broadcasters;
- Assisting with the training schedule, shared resource bookings (voice recorders, headsets and studio bookings);
- First point of contact for new member applications, plus general volunteer administration and communications;
- Assist in developing new communication strategy; and
- Collect listener data through the development of a new listener survey.

The Member Services & Communication Administration Assistant will be an integral staff member in building and launching CMS' new brand, website, member portal, training program and fundraising events calendar in 2019.

The Member Services & Communication Administration Assistant will support the CMS Board, staff, program coordinators and volunteers by undertaking a range of duties including:

- Develop, promote, implement and evaluate community radio programs to engage current member groups and the communities they serve;
- Work with the Development Manager on outreach and promotion programs for specific language groups and for CMS as an organisation;
- With the assistance of the Production & Administration Assistant, develop language group's public information page on CMS' new website and explore new ways to progress these pages further (i.e. Podcasts or Mini Series);
- Research and consult broadcasters on possible shared resources and engage systems to manage these resources;
- Oversee the development, usability and volunteer awareness of CMS' new website and broadcaster/member portal (Membes);
- Assist in the development of a new communication strategy and launch of CMS' new branding, website, member portal, training programs and fundraising events calendar;
- Engage in listener audience survey and research in collaboration with the Development Manager;

- Provide updates to the new website and assist with communication initiatives online and through social media;
- Listen and communicate effectively with members welcoming a diversity of opinions, needs and cultures;
- Assist the Development Manager with donation drives online (new website or go-fund-me) and through a radiothon;
- Maintain comprehensive records of language group interactions, communications and needs; and
- Other duties as required.

Applicants should have the following skills and experience (selection criteria):

- Demonstrated experience of working effectively in a volunteer-based community organisation or group, with diverse cultural backgrounds;
- Demonstrated experience of community outreach and/or engagement programs and/or fundraising initiatives;
- Experience with online communications including updating websites and use of social media;
- Sound written, oral and personal communication skills and computer literacy; and
- Attention to detail and ability to meet deadlines.

Higher Education in Marketing and/or Communications or other related field is an advantage. Applicants should be self-motivated and can work with minimal supervision in a small team.

### **Application Information**

Applicants may also be interested in the Operations & Administration Manager position (fixed term, part-time) which is also advertised.

To submit your application please send a CV, including two current or previous work referees. Please also demonstrate why you are best suited for the position on a separate 2-3-page document, highlighting previous work examples in relation to the above duties and selection criteria.

Please email your application to [info@cmsradio.org.au](mailto:info@cmsradio.org.au)

**Applications close Monday 14 January 2019.** Late applications will not be accepted. Only successful applicants will be contacted for interview (week starting Mon 21 Jan) with a view to commence work on or after, Tuesday 5 February.

If you have any questions please contact, Kerri Marie – Development Manager, on (02) 6287 7058 or [info@cmsradio.org.au](mailto:info@cmsradio.org.au). The office is currently staffed 10am to 4pm Tuesday and Friday; you can leave a phone message or email at any time including your query, name and contact information.

Please note, the office will be closed Monday 24 December to Monday 7 January, returning Tuesday 8 January.