

ADMINISTRATION OFFICER

ABOUT DARWIN SYMPHONY ORCHESTRA

Darwin Symphony Orchestra (DSO) has been a treasured community institution for more than 30 years. Comprising 95 volunteer musicians and a small professional core, DSO reflects the diverse and vibrant communities in Darwin and the Northern Territory.

The orchestra's identity as an accessible and essential community resource is built on a commitment to bringing exceptional performances to all corners of the Northern Territory. From floating on pontoons in Nitmiluk Gorge, to performing on a working barge on Darwin Harbour, and becoming the first symphony orchestra to perform at Uluru, DSO truly reflects the Territory's unique cultural geography.

Since 2012, Darwin Symphony Orchestra has reached thousands of children and families with its education programs. With an in-school program reaching remote areas of the Territory; as well as an engaging and accessible Kids' Classics program in Darwin, DSO has brought inspiring classical music to many children.

POSITION DESCRIPTION

Role Title: Administration Officer

Job Status: 0.4 FTE

KEY ACCOUNTABILITIES

- Assist with general office administration, including filing, scanning, mail collection
- Answer general enquiries from phone, DSO general email, website
- Establish and maintain CRM (customer relationship management) database Salesforce: for patrons, ticket buyers, VIPs, and other stakeholders
- Assist with ad hoc event requirements, including hospitality
- Coordinate and send concert and event invitations, seating and VIP lists
- Assist in maintaining company records, including data for annual reports
- Maintain positive working relationships with other DSO Staff, Volunteers and Musicians
- Upkeep of DSO server, including transition to OneDrive
- Assist with member and patron renewals and reminders
- Assist with upkeep of website content
- Assist with other electronic communications to stakeholders
- Other duties as required

KEY SELECTION CRITERIA

Essential

- Sound administrative and organisational skills, with a strong attention to detail
- Excellent computer literacy, with knowledge of Microsoft Office programs
- Strong written and verbal communication skills
- Excellent customer management and interpersonal skills
- Excellent time management skills
- Ability to adapt quickly to the needs of a variety of projects and tasks

Desirable

- Experience working with databases (Salesforce)
- Experience with electronic marketing communications
- Interest in the arts

KEY RELATIONSHIPS

- Reports to General Manager
- Works closely with Finance Officer, Artistic Director/Chief Conductor; Orchestra and Operations Manager, Concertmaster and Education/Outreach Officer.