Parachute Digital

Guiding you through the digital landscape

Lover of Organising and Administration

Executive Administrator Job Description

April 2017

Salary: $50,000-60,000 per annum pro rata
Full time (possible 0.8 over 5 days with flexible hours)
Sydney - CBD office location (with option to work from home part time).

Role Description:
Do you want to be part of a team that implements new and innovative ideas for not for profit organisations?
This is an important role, you could literally save lives. The Executive Administrator is the oil in our machine. Your work will make the team more efficient so they can deliver excellent digital strategies to raise money for Global and Australia-wide charities and effect change in the world.

The Executive Administrator will work with the CEO and Operations Manager to keep the Digital Consultants focused on raising funds for people with disabilities, to keep fossil fuels in the ground and to help change attitudes so every person has the same human rights. Your role will be varied and fast paced – priorities will change, urgent items will always compete for your attention and you'll be the 'go to person' for any questions about the business reports, sales, finances and marketing events.

The Team Administration will take care of things before consultants even realize they need to be done. Your organization will mean that our CEO is always informed, on time and has the information she needs to be more efficient and more available to the team and to clients.

This position reports directly to Parachute Digital's CEO.
You will be a support resource for the whole team – but with clear responsibilities of your own.
This is your opportunity to contribute to the world and help make it the place you want to live in.

Will you be our next Executive Administrator?

Right Person

Success Criteria:

1. You want to be part of an organisation that aims to change the world
2. You're a "doer". You take initiative and don't wait to be asked/ told what needs to be done
3. Friends and colleagues describe you as helpful, caring and able to anticipate other people's needs
4. You're not afraid to push outside your comfort zone and try new things
5. You put forward ideas and opinions without hesitation
6. You've got at least 3years experience in office administration or as a personal/ executive assistant
7. You like a fast paced environment where your job is varied
8. You are detail orientated and organised
9. You can keep teams on track and are not afraid to speak up when necessary to get people to commit to what you need
10. You have a thick skin and are not intimidated by strong women
11. You are an advocate for positive change and support/ participate in charity events and fundraising.

Performance Targets:

1. Raving reviews from colleagues
2. Deliver weekly reports on time every time
3. Contractor and suppliers paid on time
4. Infusionsoft Database up to date and cold call list allocated to consultants every day
5. Respond to queries from clients, consultants, and suppliers within 6 business hours.

The Right Attitude:

- How can I help?
- Positive and friendly
- I like to contribute and collaborate
- I'm brave. I love a challenge
- I'm an enthusiastic and inspired person
- I'm idealistic at heart, but my head is realistic
- I have a gratitude attitude
- I am open-minded with a global view
- I can do it. I'm always learning
- Change is good.

0406 691 030

Right Skills
Your key skills are:

- Organisation
- Communication – in person and in writing
- Building relationships
- Customer service.

Primary Actions:

- Weekly reports – project timelines, consultant timesheets, sales, finances
- CRM/ Database hygiene and maintenance
- Marketing event organisation
- Finance and bookkeeping support
- Administrative support to Consultants
- Personal Assistant to CEO.

Administration Experience (required):
Operations:

- Weekly Dashboards for Operations Manager
  - Staff timesheets
  - Revenue to date
  - Tracking of enquiries and referrals
  - Estimates in progress/ sent
  - Client Project status update
  - Reconciliation of "business development" and "admin" hours for all staff
- CRM/ Database management in Infusionsoft CRM
  - Daily hygiene of Call lists
  - Updating sales opportunities and action tasks
  - Reviewing who is opening and engaging
- Work under Operations Manager to ensure hygiene on Project Management tool Pro Work Flow
- Organise Training – catering, compliance (contracts), invoicing etc.

Finance:

- Bookkeeping/ Entering expenses and accounts payable into Xero accounting software
- Accounts Payable (coordination of outstanding invoices/ Parachute Digital expenses to ensure payment on time)
- Client invoices below in "For Clients" area
- Team expenses

Marketing & Sales:

- Respond/ allocate enquiries from website
- List building for prospective clients (for breakfast seminars and target audiences)
- Website content updates – for new content to blog or landing pages + SEO changes requested by CEO
- Events
    - Venues research/ liaison/ bookings
    - Catering research/ liaison/ bookings
    - Labels/ envelopes
    - Mail Merge personalisation
    - Logistics for training (comms with trainees)
    - Reconciliation of costs and profits.
- Coordination/ documenting Parachute Digital calendar of events
- Email marketing
    - Database hygiene for Mailchimp email database
    - Some email send creation (dependent on skills)

For Clients:

- Creating and sending estimates (briefed by Consultants)
- Creating and sending client invoices & expense reimbursement (+ chasing outstanding payments)
- Reconciliation of project timesheets against estimates
- As needed by Consultants
    - Research
    - Making PowerPoint presentations look beautiful & expensive (post analysis, pitch documents)
    - Reporting (if requested by Consultants or Coordinator)
    - Testing emails and landing pages (as requested).

Personal Assistant Experience (desired):

- Calendar management for Consultants x 2
- Coordinate Travel arrangements for all staff – flights and accommodation
- Research into just about anything
- Organise quarterly Team Fun Days
- Management of staff leave calendar
- Some email management (on Consultants days off)

Skills that would make us weak at the knees:

- Experience supporting marketing, events or sales teams
- Telemarketing experience
- Bookkeeping and Payroll in Xero
- Fancy skills in MS Excel (pivot tables & graphs), MS Word (merge), PowerPoint (animation)
- Ability to manage up to a strong, opinionated, chaotic woman
- Personal fundraising or campaigning win
    - Can be personal, professional or as part of an activist/ campaigning group.

About Parachute Digital:

Our values: Contribution; Excellence; To Evolve; Be Brave; Be Honest; Show Respect.

We are a digital marketing & fundraising consulting business. We work with not for profit organisations that tackle global challenges and help them make more money online and give their supporters a better experience.

Our partners are advocacy organisations in the Human Rights & Social Justice, Environment and Homelessness and Poverty sectors. We passionately promote their work and support it with our expertise.

Parachute Digital promotes a flexible working environment. We aren't clock-watchers and we're interested in working with inspired people who are on a mission & who care about the causes of our partner organisations. We want people who like to manage their own time and who are internally motivated to over-shoot their targets.

We are a small team who are smart, inspired and ambitious - and who enjoy life to the fullest.