

Administration Assistant Knowledge Shop®



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Administration Assistant: About the role

Thanks for taking the time to look a little closer at what Knowledge Shop does and the role we have available within our team.

The role of the Administration Assistant is an excellent opportunity for someone with strong organisational skills, ability to juggle multiple tasks and is always thinking two steps ahead. This is a valued role in a small but busy team - we will be relying on you to get things right at the foundation level.

Requirements – the right candidate

If you like making everything right, are always the one to make things happen, and take getting the job done personally, then we want to talk to you.

We're looking for a very organised person, upbeat but professional, and motivated. As a minimum, you must have:

- 1-2 years administrative experience
- Excellent organisational and time management skills
- An eye for detail
- Intermediate to advanced Microsoft Office skills (Word, Excel and PowerPoint)
- Be comfortable with IT concepts (Salesforce experience is a bonus)
- Excellent written and verbal communication skills (you need to be able to talk comfortably with our professional market)
- The ability to work under pressure
- A positive and friendly attitude

To apply for this role

Please email applications to:

Nadine Dulnuan

Marketing & Experience Manager

E-mail | nadine.dulnuan@knowledgeshop.com.au

Phone | 1800 800 232

Knowledge Shop Pty Ltd

Knowledge Shop is a wholly owned subsidiary of Easton Investments (ASX: EAS)

The role at a glance

Role structure	Full time 5 days per week
Hours	Generally 8:30am to 5:30pm Some event set up and attendance from 7.30am to 7pm (advance notice given)
Salary	Commensurate with experience

The role in detail

This is predominantly an administration role supporting our events and marketing activities.

On the events and training side, Knowledge Shop offers face-to-face (location based), webinar and on-demand training.

The role will be key in the administration of Knowledge Shop training and marketing including:

- First point of contact for event enquiries – registering attendees, actioning event queries
- Managing attendee payments and invoicing
- Managing freight - packing materials, scheduling deliveries and follow up
- Pre-event assistance: prepare name badges, book hotel and speaker travel
- On-site event assistance: setting up event rooms and ensuring that rooms are configured correctly; man registration desk; pack down of event
- Post-event assistance: updating attendee lists, compiling feedback, preparing attendee certificates
- Registration and customer liaison
- Online training – work with the GoTo Webinar system to register attendees and set up webinars
- Work with our on-demand system to manage attendee access
- Prepare data lists for marketing campaigns
- General administration duties – ordering office supplies, answering phone calls, sending workbooks

Database management including:

- Sourcing, adding or updating data in Salesforce
- Managing duplicate, returned or redundant records

Member administration and support:

From time to time, you may also assist the Member Services Manager to:

- Direct member help desk queries to the right consultant
- Administer the help desk (Zendesk) and allocate enquiries to the right consultant

We also expect all of our team members to put forward ideas and inspiration on how we might improve what we do and the results achieved.

Salary and remuneration

Salaries are commensurate with experience and your ability to contribute to the development of the company.

Reporting structure

We have a relatively flat structure and avoid hierarchies. For practical purposes you will report to the Marketing & Experience Manager but will work with our Marketing Co-ordinator, Member Services Manager and other team members.

Existing team members

We work in a collegiate structure as our team is composed of professionals in specific fields. Our team experience consists of marketing communications (including digital), media and public relations, public affairs, tax and tax law, and superannuation.

About Knowledge Shop

Knowledge Shop is a knowledge management company specialising in professional services (tax, accounting, consulting, practice management etc). We are the ultimate support service for busy accountants and advisers through our membership, training and knowledge services.

A subsidiary of ASX listed Easton Investments, Knowledge Shop was born out of the frustration experienced by a profession trying to keep on top of an increasingly complex tax, super and regulatory environment. We help fill in those gaps.

We work with hundreds of accounting firms across Australia (and thousands of team members within professional practices) providing quality services, training and resources.

Knowledge Shop works with the market in three ways:

- Transactionally – one off purchases of events and other resources
- Through our membership service – member firms have access to a full suite of services including a technical help desk, knowledge base, quarterly professional development, news alerts, client updates, etc.
- Through business partners

Training is a rapidly growing part of the business encompassing face-to-face workshops, webinars, on-demand learning management, conferences and trade shows.

We develop, produce and deliver our services in-house while keeping abreast of industry trends and the needs of our market. It's always busy!