

## JOY 94.9

Level 9, 225 Bourke Street

Melbourne VIC 3000

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joy.org.au

Out.  
Loud.  
Proud.

## ROLE DESCRIPTION - Office Admin

Status	<b>volunteer</b>
Expectations of volunteer hours	average of 2-4 hours per week shifts range between 7am and 11pm Monday through Sunday including public holidays
Location	station premises
Training provided	JOY induction
Team	Operations
Team manager	Volunteer Coordinator



JOY 94.9 – Australia's only LGBTI radio station is a high profile community station located in Melbourne and streaming live around the world, JOY is managed by a small team of paid operations staff and powered by 300 volunteers. The station is looking enthusiastic persons to join our team of volunteers. The position is best suited to a person who is well organised and good communication skills to work for a station that is truly unique in the Australia media landscape.

### Role overview - the purpose:

To work as a volunteer member of the operations team to undertake a range of office and administration support services; to perform front desk duties and represent JOY as the first point of contact when answering the telephone or welcoming visitors and guests; to provide support to the on-air program; to achieve and maintain customer service levels with regard to office and station standards.

All position holders at JOY are required to perform their duties in accordance with current organisational policy and procedures and relevant ACMA and CBAA requirements; to minimum performance standards, and ensure adherence to the JOY Melbourne Inc. constitution; comply with health and safety guidelines and instructions to ensure a healthy, safe and environmentally responsible workplace; and cooperate and comply with equal opportunity legislation.

All volunteers are required to be a financial member of JOY and maintain the membership during the term of their volunteer status, membership of JOY 94.9 is governed by the JOY constitution, a copy of the constitution is available from the JOY website.

### Key Responsibilities

- perform a range of office & administration services to achieve service levels with regard to office and station standards,
- represent JOY as the first point of contact when answering the telephone; welcoming members, visitors and guests; or replying to an email providing a high degree of customer service by actioning requests and queries efficiently,
- keeping the front desk area neat and tidy,
- attend to queries from listeners and other customers of JOY,
- complete support activities for the on-air program, particularly phone support,
- assisting with arrangements for station promotions, special and ad-hoc events,
- referring complaints / issues to team manager or CEO,
- attending to correspondence; sundry office & administration tasks; filing; and ad-hoc tasks allocated by team manager.

A more comprehensive list of tasks is filed in the information binder at the front desk.



### **Key criteria**

- strong customer service skills
- good interpersonal skills
- clear and concise verbal and written communication skills
- accuracy and attention to detail
- ability to work to tight deadlines or time critical events
- good organisational skills
- develop a broad knowledge of Station policy and procedures
- team player
- basic proficiency in use of computer (Word / Excel / Outlook mail client / Internet browsing)
- willingness to show initiative and learn new skills.

### **Application process:**

- to apply for this position, email a cover letter outlining your suitability and interest in the position and attaching your resume to [volunteer.coordinator@joy.org.au](mailto:volunteer.coordinator@joy.org.au)
- we will contact suitable applicants to arrange an interview, successful applicant to complete volunteer recruitment process and documentation