

POSITION DESCRIPTION – CRM- Administrator

Role title: Executive – CRM

Reports to: General Manager – Innovation and Improvement

Type of Employment: Permanent, Full time

Location: Sydney

About AIEF

hard heads, soft hearts, capable hands

AIEF was established in 2008 in response to community demand from Indigenous families who choose to enrol their children in boarding schools.

Bringing together the government and private sector, AIEF provides scholarship funding for Indigenous students to complete Year 12 or tertiary studies, with career support to help them make a successful transition to employment.

AIEF has grown from one scholarship student in 2008, to now supporting over 1,000 young Indigenous Australians from over 400 communities from every state and territory across Australia.

www.aief.com.au

Role Purpose

Reporting to the General Manager – Innovation and Improvement (GMI&I), the Executive – CRM is responsible for the day-to-day administration and support for the Customer Relationship Management (CRM) system at AIEF.

Qualifications and Experience

Essential

- Minimum Bachelor's degree in a relevant discipline such as business management, project management or IT systems or equivalent work experience
- Strong working knowledge of associated technologies including Microsoft Dynamics 365, Office 365, Excel, Power BI and SharePoint
- High standard of general IT, office systems skills and data analysis, particularly Microsoft Office applications
- Previous experience in an end-user technical support role with a proven customer service orientation

Attributes and Approach

Essential

- Have well-developed analytical, problem solving and decision making abilities (a solution-oriented mindset and approach to problem solving)
- Demonstrate strong verbal and written communication skills
- Be organised, efficient, have strong time / priority management skills and a high level of attention to detail
- Be personally passionate and committed to Closing the Gap through Indigenous education and employment
- Personally emulate AIEFs core values of “hard heads, soft hearts and capable hands”

Key Responsibilities

As an AIEF Executive – CRM your responsibilities will include the following:

- Act as the system administrator lead on the Microsoft Dynamics 365 platform, managing licences, security roles and perform other administration tasks to enable to the team to work seamlessly in the AIEF CRM environment.
- Provide first-line support and troubleshooting for the team on issues with the platform, liaising with the external support provider for support and minor development work, managing current priorities and testing.
- Be the central point of contact for all change requests and system alterations, maintaining a detailed backlog of requests and facilitating business users through the process of prioritising ongoing development work.
- Support the GMI&I in maintaining the relationship with our Microsoft Dynamics Partner including ongoing discussions to assess various options for optimising and customising the system to help the system grow and evolve.
- Support for ad hoc CRM development projects when internal and external discussions lead to new work, including preparing proposals, liaising with the developers, internal communications and change management, managing training and UAT.
- Maintain CRM contact data records for the organisation, overseeing data audit processes, data cleansing and looking for continuous improvement to increase the functionality and accuracy of the data held within it to meet business requirements.
- Build custom reports and dashboards specific to job functions and support the teams with the reporting and analysis work.
- Work with the entire organisation as a champion, providing support and CRM training to team members on an ongoing basis to best utilise the system and continually enhancing the suite of administrator “how to” guides, Intranet-based end-user guidelines and training resource materials, resolving user issues and interfacing with external support as required.

This position is based in our Sydney office in Surry Hills.

All AIEF employees are required to undergo a National Criminal Record Check by the Australian Federal Police and a Working with Children Check by the relevant State and Territory Government(s) as a condition of employment.