



Request for Quote: Membership Administrator for ICOM Australia

Position Title:

Membership Administrator – ICOM Australia

Background:

ICOM Australia is seeking quotes from qualified contractors or individuals to deliver membership administration services. The successful provider will work closely with the Membership Secretary and Membership Committee to ensure efficient processing and communication with current and prospective ICOM Australia members.

Role Overview:

The Membership Administrator (MA) for ICOM Australia is responsible for managing membership inquiries, processing new memberships, and maintaining accurate records. This role requires strong organizational skills, attention to detail, and the ability to manage multiple tasks efficiently.

Contract Type:

Part-time contractor (lump sum)

Estimated Time Commitment:

• Peak Periods:

- First 1–2 weeks of renewals: 15–20 hours per week
- October to January renewals: 10 hours per week

• Off-Peak Periods:

- January to March: 5 hours per week
- April to September: 2–3 hours per week

Key Responsibilities:

- Manage all incoming email enquiries via the ICOM Memberships inbox.
- Present applications to Membership Committee for review (weekly basis)
- Manage new memberships
 - Create accounts in the ICOM Membership portal
 - Generate and email invoices.
 - Receipt payment in ICOM Membership portal
 - Email receipts and portal access to members.
- Receipt payments of new memberships and renewals
- Postal duties including receipts, welcome letters, stickers and membership cards.
- Maintain accurate records of postage, payments and correspondence.
- Compile and send monthly card order lists to Membership Secretary.
- Support Membership Secretary with escalated enquiries or reporting needs.

Required Tools & Resources (to be self-supplied):

- Internet connection
- Laptop or desktop computer
- Access to a printer
- Proximity to a postal service or box
- Basic stationery (scissors, pen, stapler)

Supplied Materials:

- Branded envelopes with return address (approx. 800 per year)
- Express post envelopes (approx. 50 per year)
- IPPE postage envelopes (approx. 20 per year)

Desired Skills & Experience:

- Prior experience with membership or administrative systems (Salesforce experience desirable but not essential)
- Knowledge of the Museum industry (desirable but not essential)
- Familiarity with nonprofit or association environments
- High attention to detail and ability to maintain data accuracy
- Strong written communication and customer service skills
- Self-directed and reliable

Submission Requirements:

Please provide:

1. Current CV.
2. A brief overview of your relevant experience.
3. Your proposed hourly rate or fee structure.
4. Any relevant references or testimonials.
5. Confirmation of your ability to meet the resource and availability requirements.

Please send your submission to members@icom.org.au

Submission Deadline:

5pm, Friday 30 May 2025

Contact for Queries & Submissions:

For any contacts or questions regarding this request, please contact members@icom.org.au