

JOB DESCRIPTION
Bookings & Administration/Marketing Assistant**FULL TIME, SHORT TERM CONTRACT UNTIL 22ND
DECEMBER 2017**

The role of Bookings & Administration/Marketing Assistant is split across two departments, the Bookings and Marketing team. The primary focus of the role is to provide support to the Bookings team by means of taking telephone bookings for all five venues of the Retail Savvy Group. Secondary to this role is to provide support to the Directors and Design team by providing administrative and marketing assistance when required.

Key Responsibilities and Accountabilities

- Report to the bookings and functions manager in relation to all bookings procedures
- Answer all incoming calls for 5+ venues and competently directing and managing all calls in a professional manner
- Assist with bookings on a day to day basis, ensuring that you meet the required standards
- Complete all paperwork related to bookings and events to the required standards
- Assist with the monitoring of all collateral on websites to ensure it is up to date, and update where required
- Ensure accuracy of, and update marketing collateral when required
- Keep up to date on other material/offers given to consumers and/or other team members
- Assist in improving bookings procedures
- Achieve tasks in a timely and efficient manner
- Assist in managing all social media platforms for Asian Beer Cafe, Father's Office, The Shaw Davey Slum, The Bank on Collins & Fitzroy Social (Facebook, Instagram, etc.)
- Assist in managing social events related marking activities (i.e.: public holidays, Halloween, etc.)
- Report all marketing opportunities for the Directors consideration and respond on behalf of Retail Savvy Group, finalising leads where appropriate
- Work effectively as part of a wider team to communicate, coordinate, and integrate direct business opportunities, and apply best-in-class practices to all efforts
- Draft copy for internal written content and mass email content
- My Guest List Relationship Development and maintenance of databases, with an emphasis on data entry
- Draft copy for eDMs using the MyGuestList Management Tool
- Creating staff memos for upcoming campaigns or activities across all venues
- Liaise with the Design team for artwork needed
- Co manage the Marketing email account, filtering emails to the relevant staff members, and responding to general inquiries on behalf of Retail Savvy Group
- To complete any/all alternative tasks such as general admin, filing, laminating etc/.

Key Attributes

- Consistent in nature, trustworthy and reliable with the ability to work flexibly according to the needs of the business
- Good eye for detail and continuity - confident working within budgetary and financial restraints
- Approachable with excellent people skills and able to inspire others on their passion for service and quality
- Must be able to communicate at all levels internally and externally
- Ability to work in a flexible and dynamic environment to complete all tasks
- Approachable and friendly demeanour
- An all-round team player

Knowledge / Skills required***Essential***

- Excellent professional phone manner
- Effective planning and organisation skills
- Knowledge and use of iMac computer packages
- Basic understanding of key social media platforms
- Inquisitive mind with creative outlook
- Must know how to use a Mac
- Has had experience working in an office environment

Preferred

- Experience with web content management
- Experience in a similar role
- Knowledge of Ordermate, Ivvy, Opentable and MyGuestList.

How to apply:

Please email a short cover letter and your resume to Emily at ea@retailsavvygroup.com
Must be eligible to work in Australia