

JOB DESCRIPTION

Client Services **Manager**

Reports to: Directors, Dreamtime Public Relations Pty Ltd

Location: Adelaide

Aboriginal and/or Torres Strait Islander people encouraged to apply.

Company Description:

Company Objectives:

Dreamtime Public Relations is an award-winning highly specialised Indigenous public relations and marketing consultancy which services clients all over Australia.

The company was established in 2002 to:

1. Employ and mentor Aboriginal and Torres Strait Islander people in the production of quality visual and online communications.
2. Produce culturally appropriate communications for Aboriginal and Torres Strait Islander people.
3. Engender an informed understanding of Aboriginal and Torres Strait Islander culture and people with non-Indigenous people.

Company Purpose:

Dreamtime assists to create mutual understanding between:

- Government and Aboriginal communities.
- Companies and Aboriginal communities.
- Aboriginal organisations and government.
- Aboriginal organisations and communities.
- Aboriginal businesses and their target market/s.

Company Client Base:

The majority of Dreamtime Public Relations' clients are government departments, government-funded organisations and Aboriginal organisations involved in Aboriginal health and associated services/programs.

The company has clients in all states and territories of Australia.

Services

- Communications Strategy & Planning
- Public & Media Relations
- Media Buying
- Target Market Research
- Copywriting
- Illustration
- Graphic Design
- Print Brokering & Management
- DVD Production
- Website Development
- Domain Name Registration
- Website Hosting
- Promotional Merchandise
- Training (PR, Web, Cross Cultural)

Job Description:

Dreamtime Public Relations is seeking a suitably qualified, experienced and knowledgeable person for the position of Client Services Manager. Aboriginal and/or Torres Strait Islander people are encouraged to apply. Mentoring and training over a 6-12 month period will be provided to the successful incumbent by the two Directors.

Position Objectives:

1. Manage the day-to-day operations of the company.
2. Ensure a quality product delivered on time to customer satisfaction within budget.
3. Increase the turnover of Dreamtime Public Relations in all divisions:
 - Dreamtime Public Relations (Indigenous graphic design/print/communications strategy etc.)
 - WebeZ (websites)
 - Dreamtime Promo (promotional merchandise)
4. Work with the Directors to develop and secure business opportunities in all states of Australia.
5. Provide excellence in customer service to ongoing and new clients.

Duties:**General**

- Familiarisation and commitment to the aims and objectives of Dreamtime Public Relations.
- Work as part of a team committed to delivering quality service and products to clients according to their specifications and deadline.
- Actively participate in team meetings to ensure the continued growth and development of Dreamtime Public Relations.
- Represent the business in a professional manner during discussions with clients, stakeholders and members of the general public.
- Maintain confidentiality in relation to Dreamtime Public Relations' clients and strategies.
- Attract new clients for Dreamtime Public Relations.
- Ensure no conflict of interest with Dreamtime Public Relations.
- Complete weekly reports, timesheets and expense claims.
- Out of hours work as required.
- Travel to other states as required.
- Use of private vehicle as required.
- Comply with system for procedures, processes, templates, databases, and administration procedures.
- Recommend system improvements.
- Other duties as directed.

Key Responsibilities

- Maintain constant communication and develop new business opportunities with existing and new customers through planned individual account management.
- Act as 'point of contact' for nominated clients and advocate for clients to management, highlighting improvements in service/product delivery.
- Initiate, respond to and follow-up sales enquiries by email, telephone and personal visits.
- Organise external supplier quotes, compare and decide suppliers, and implement delivery.
- Write client quotes and follow-up.
- Identify appropriate tenders and research/write.

Key Responsibilities cont'd

- Manage the production schedule and human resource schedule.
- Supervise staff to ensure delivery on time of client projects.
- Proofread client projects and instruct staff to correct as required.
- Maintain a computerised customer and prospect database including profiles and quotes/sales.
- Plan and carry out public relations and marketing activities to agreed target markets, budgets, sales volumes, values, product mix and timeframes.
- Monitor and report on activities, client trends, issues, market research, competitor analysis and new business.
- Conduct customer surveys to ascertain satisfaction with products/service and future requirements.
- Maintain and report on equipment and software suitability.
- Canvass new clients at functions, seminars and events.
- Attend training as required to develop relevant knowledge and skills.
- Manage special projects as required.
- Other duties as directed.

Accountabilities

- Achieve agreed key performance indicators and sales targets.
- Attend to client enquiries and issues in a timely and efficient manner, referring only complex decisions or suggestions for improvement to management.
- Attend meetings as required.
- Participate in strategic planning.
- Manage human resources.

Qualities

- Proactive and self-motivated.
- Problem-solving and decision making skills.
- Passion to succeed and willing attitude.
- Acceptance of change.
- Excellence in personal presentation.
- Well developed communication both verbally and in writing.
- Ability to converse professionally at all levels.
- Ability to prioritise own workload in accordance with key performance indicators.

Skills

- Organisation and time management.
- Professional telephone manner.
- Leadership.
- Cost control and budgeting awareness.
- Ability to work under pressure, meet deadlines.
- Ability to work unsupervised.
- Microsoft Office, Outlook, internet and typing skills.
- Diplomacy and discretion.

Knowledge

Working knowledge of Aboriginal and Torres Strait Islander people, culture and issues, in particular health.

Desired Qualifications

- Administration Management.
- Leadership.
- Sales.
- Customer Service.

Applications

Applications addressing the Job Description should be emailed to Janet Craig, Managing Director, janet@dreamtimepr.com by 16 July 2010.