



POSITION: Client Services Administrator
LOCATION: Suite 504, 80 William Street, East Sydney
WORK TYPE: Full Time: 5 days
DATE: January 2019

WHO WE ARE

MOVE is the Out of Home (OOH) industry audience measurement system funded by the media display members of the OMA. It is available for use to Outdoor Media Association (OMA) display Members and Advertising Agencies on a licensed basis.

THE TEAM

The OMA and MOVE is made up of a small dynamic team of specialists who work together to provide audience measurement, marketing, policy, manage government regulation and service the members of the Out of Home industry.

The Client Services Administrator reports to the Innovation and Training Manager.

OVERVIEW

Reporting directly to MOVE's Innovation and Training Manager, the primary purpose of this role is the delivery of the day to day operations of the Australian Out of Home (OOH) Advertising's Audience Measurement System (AMS) – MOVE. This includes user support for media agencies and media sellers on MOVE data and software; data analysis; as well as supporting the delivery of audience releases, user software training and signage audits. You will be working in a small team, meaning you need to be flexible in your role; this will give you plenty of opportunities for experience and growth.

THE CORE OF FUNCTIONS OF THE ROLE

- Manage MOVE's online database of measured signage
- Provide help-desk functions regarding user software, which involves the management of user access and signage entry by members
- Assist in the identification, development and management of software enhancements and their delivery to market
- Support the Innovation and Training Manager with the delivery of the MOVE education program, the development and analysis of Audience data updates, including delivery to market
- Communicate efficiently and promptly with stakeholders
- Ensure consistently high service standards are delivered to internal and external customers

- Manage stakeholders.

THE PERSON WE ARE LOOKING FOR

This role would suit an organised person who likes working in a busy and energetic team and enjoys the challenge of multitasking. A spirited communicator, you must have a sense of humour and be energised by working in a fast-paced environment with a small team of smart people who are constantly working on new ideas. We are big hearted and care about our Members, our community, and the work we produce. Our team is diverse and quirky. Our motto is “Spirited and Smart with Humour and Heart” – which we try to live up to.

In a nutshell:

- Be able to adapt to a small team environment
- Demonstrate skills and experience in a support role
- High level customer service skills
- Clear communicator and analytical thinker

And there is more:

- Demonstrated high level initiative and strong organisational skills, with excellent attention to detail
- Strong team player
- Technically savvy
- Proficient in Excel is a nice to have
- Passion for new technology, new thinking
- Likes to work pro-actively and rise up to challenges
- Good at time management and prioritising workloads
- Strong communication skills – both written and verbal
- Willingness to learn and be trained
- Knowledge of the advertising industry