**Supplementary Material**

Card Operations Administrative Officer

**Clerk Grade 5/6**

# Please see additional information for applicants to this role below. It is critical that you review this information before submitting your application.

# Role

The Card Operations team looks after the NSW Seniors Card program and Companion Card programs. Specialist skills are required for this role to assist with the operations and management of these programs.

The role will support three project and marketing officers with specific administrative and marketing tasks that impact both partners and clients.

Card Operations exists in a fast paced and dynamic environment and constantly has to deal with competing priorities and large projects. The vision of Card Operations is to empower people to live more inclusive and fulfilling lives in their communities.

# Key Experience

* Minimum two years’ experience in a marketing or project management role
* Bachelor’s degree in marketing, business or similar discipline
* Experience with email marketing and digital content platforms is preferred
* Intermediate in excel
* Strong verbal communication and writing skills

# Tasks and Responsibilities

Administrative:

* Raising Purchase Order (PO) numbers and processing of invoices
* Management of Seniors Card mailboxes
* Manage new business application process and approvals
* Maintain and manage seniors card website content
* Respond to customer correspondence

Marketing:

* Assisting marketing coordinator – chase up creative, copy and scope requirements for campaigns
* Prepare marketing activity reports and metrics for clients
* Understand and support the maintenance and development of internal tools and systems (CRM, excel, website)
* Manage marketing email approvals and creative
* Maintain the marketing calendar

Project Management:

* Assist with developing and implementing new systems and marketing projects
* Manage Seniors Card eNewsletter content and delivery
* Assist with developing project plans