Regional Development Australia
ORANA NSW

The Welcome Experience Orana

Administration and Customer Experience Officer

About RDA Orana

Regional Development Australia (RDA) Orana is a not-for-profit organisation and part of a national network committed to regional development through leadership, innovation and collaboration. RDA Orana works to strengthen the economic, social and environmental sustainability of the 12 Local Government Areas of the Orana region.

About The Welcome Experience Orana

The Welcome Experience is a NSW Government program that supports essential workers and their families to move to, settle into and connect with regional communities. RDA Orana delivers the program as Host Agency across the 12 Orana LGAs through a place-based, hub-and-spoke model.

About The Vault Orana

The Vault Orana is RDA Orana's coworking, meeting and events space in Dubbo, and a platform for regional collaboration, business development and capacity building. It offers coworking desks, memberships, meeting and event spaces for hire, and a regular program of art exhibitions and member events.

Position purpose

The Administration and Customer Experience Officer is the first point of contact for essential workers registering with The Welcome Experience and for everyone who uses The Vault Orana. The role keeps program records accurate and The Vault welcoming and ready for use each day.

Key responsibilities

The Welcome Experience administration

- Respond to new registrations and enquiries within program timeframes and refer participants to the right Local Connector or Local Welcomer.
- Maintain accurate participant records and data quality in Salesforce.
- Support participant follow up and program reporting.
- Manage the TWE inbox, calendars and program documentation.
- Coordinate logistics for TWE events and welcome resources.

The Vault Orana customer experience

- Open and close The Vault and provide a friendly, professional front desk service.
- Manage enquiries, bookings and member records in Spacebring.
- Set up rooms and support hirers, events and exhibitions on the day.
- Keep shared spaces clean, stocked and safe, and report faults.
- Maintain Vault registers and records for review by the Operations Manager.

Key relationships

- Internal: TWE Coordinator, Operations Manager, Local Connectors and Local Welcomers, and the wider RDA Orana team
- External: essential workers and their families, coworkers and members, hirers and guests, artists, suppliers and contractors

Selection criteria

Essential

- Customer service or front of house experience, with a warm and professional manner
- Strong organisational and time management skills, with the ability to prioritise competing demands in a busy, public facing setting
- Demonstrated ability to manage multiple projects and tasks at once and meet deadlines
- Accurate data entry in a database or CRM
- Discretion with confidential information
- Proficiency with Microsoft Office and Outlook
- Clear written and verbal communication

Desirable

- High level experience with Microsoft 365 applications, including Excel, Word, Outlook and Teams
- Experience with Salesforce or Spacebring
- Experience in coworking, hospitality or events
- Knowledge of the Orana region
- Experience working with diverse communities, including Aboriginal and Torres Strait Islander communities
- Responsible Service of Alcohol (RSA) certificate

Requirements

- On site at The Vault Orana each working day
- Occasional work outside ordinary hours, with time in lieu
- Ability to carry out light physical tasks, including room setup
- Working with Children Check and current driver licence

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