

Position Description

Job title:	Member and Community Engagement Coordinator
Department:	External relations
Work type:	Permanent Full Time
Reports To:	Manager, Member and Community Engagement
Position Reports:	N/A
Position Contact:	Manager, Member and Community Engagement

About the organisation

.au Domain Administration (auDA) is the administrator of the .au domain name system (DNS), which is Australian critical infrastructure relied on by internet users in Australia and around the world. We are a not-for-profit endorsed by the Federal Government.

Our purpose is to administer a trusted .au domain for the benefit of all Australians and champion an open, free, secure and global internet.

We support the needs of Australian internet users by:

- Delivering a stable, secure and reliable .au DNS
- Implementing .au policy rules that are transparent, responsive and efficient
- Investing in the Australian internet ecosystem to improve the utility of the .au domain.

We also participate in global internet governance processes. Through our work, we strive to uphold the multi-stakeholder model of internet governance and the social and economic benefits that flow from it.

Further information about auDA is available at www.auda.org.au.



Our values

Leadership

We are committed to communicating openly, and adding value to our multistakeholder community, locally, regionally and globally

Collaboration

We work together as one auDA in the service of Australian, regional and global internet users

Accountability

We honour our commitments, are responsible for our decisions, actions and performance, and deliver excellence

Curiosity

We seek to grow our knowledge, including of emerging practices, be adaptive and improve our understanding of our stakeholders and their viewpoints



Role purpose

The Member and Community Engagement Coordinator is a key member of the External Relations team, playing an important role in building trust in auDA and the .au ccTLD through engagement with members, partners, and sponsors, and through the delivery of programs and events.

This role is essential in providing support to the Manager, Membership and Community Engagement to ensure the successful delivery of a diverse member event calendar and to advance broader strategic goals. These include structured member engagement planning, the coordination of partnership and sponsorship initiatives, and the implementation of data-driven engagement programs via Salesforce CRM.

Key accountabilities

The primary responsibilities of the Member and Community Engagement Coordinator include:

Member, Partner and Sponsor Engagement

- Drive member, partner and sponsor satisfaction by providing timely and effective responses to queries and feedback, including managing the membership inbox.
- Use Salesforce and Pardot to deliver targeted engagement campaigns and improve member communications.
- Assist delivery of the monthly .au member newsletter and eDMs as required.
- Support the identification and delivery of opportunities to expand and diversify the membership base.

Data, Reporting and Systems Management

- Maintain accurate member, partner and sponsor records in Salesforce CRM.
- Generate high-quality reports and insights on membership, partnerships, sponsorships, and events.

Programs, Events and Relationship Development

- Coordinate the auDA Academic Program, ensuring alignment with strategic objectives.
- Assist in planning, coordination and delivery of a regular program of in-person and online events that strengthen member and partner relationships.

Other responsibilities

- Collaborate with the wider External Relations team to produce resources, blogs, and social media content that highlight membership initiatives, partnerships and events.



- Other activities as directed by the Manager, Member and Community Engagement and Chief Strategy Officer to support delivery of the auDA Strategy and the External Relations strategic goals.

Key selection criteria

- 2+ years' experience in membership organisations, partnerships, sponsorship, or the NFP sector.
- Strong skills in Salesforce CRM (Pardot experience highly regarded).
- Demonstrated experience assisting management of stakeholder engagement programs such as member programs or academic or community partnerships.
- Event administration experience, including in-person and online delivery.
- Intermediate to advanced Microsoft Office skills.
- A tertiary qualification in communications, marketing, business or related discipline would be highly regarded.
- Knowledge or experience in the telecommunications and/or IT sector highly regarded.

Other

- Customer service oriented, committed to delivering value to members, sponsors and partners.
- Excellent verbal and written communication skills.
- A collaborative and collegiate team player, a keen problem-solver with highly developed interpersonal skills.
- Curiosity about the domain name industry and its role in Australia's digital landscape.
- Ability to work autonomously, be adaptable and exercise sound judgement.
- Strong organisational skills, with the ability to manage overlapping priorities and meet deadlines.
- Reliable with a keen attention to detail.

Other

Occasional work outside business hours will be required. Occasional domestic travel and potentially international travel may be required.

Important information

Background checks

A National Police Check, Right to Work and bankruptcy will be conducted as part of the recruitment process. An *AusCheck Critical Infrastructure Background Check* may also



need to be conducted. Where applicable, international background checks may also be required.

Privacy collection information

.au Domain Administration Limited ACN 079 009 340 collects your personal information for the purpose of assessing and responding to your application. All personal information is collected in accordance with the *Privacy Act 1998* (Cth) and our [Privacy Policy](#).

We, or our third-party tools or platforms, may disclose some of your personal and sensitive information to our payroll, invoicing and data storage and records management services located overseas, including in the USA, United Kingdom, New Zealand, Singapore, Malaysia, Vietnam, and the Philippines. You agree to this disclosure and acknowledge that such recipients may use de-identified employee data for that recipient's commercial purposes. We will ensure that all arrangements with third party tools or platforms or third-party service providers will contain appropriate controls (which may be contractual or operational) to protect your personal information.

If you have any questions or would like to access your personal information held by auDA, please contact us at privacy@auda.org.au.

Occupational Health and Safety

In the context of OHS policies, procedures, training and instruction, as detailed in Section 25 of the *Occupational Health and Safety Act 2004* (Vic), employees are responsible for ensuring they:

- Follow reasonable instruction
- Cooperate with their employer
- At all times, take reasonable care for the safety of themselves and others in the workplace.

Flexible working arrangements

We believe in supporting our employees in balancing their work and life commitments. All roles at auDA can be worked flexibly by mutual agreement. This underpins a diverse, adaptive and high-performing workforce. The nature and scope of flexible options available will depend on the nature of the position. Applicants are encouraged to discuss flexible arrangements with the hiring manager during the recruitment process.

Please note that the role may require you to work the hours which are reasonably necessary to fulfil the requirements of the position, or as required by auDA, including monitoring, reading and responding to business-related communications from auDA or customers outside of usual office hours, where reasonable. The remuneration for this role includes compensation for all hours you would be required to work, including reasonable availability out of hours.



Last Updated

23 January 2026