

ELLEN WILLIAMS-RALFE

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Work Experience

Ladies In Black | Bunya Productions

Production Secretary

09/23 – 12/23

Key responsibilities

- Drafting Callsheets
- Organising catering for crew
- Maintaining Accident/incident / Injury logs
- Maintaining key and passes database
- Instructing Runners with tasks
- Keeping the kitchen and stationary stocked
- Using the Setkeeper and mydaes systems
- Organise Zoom meetings
- Organising deliveries across different departments
- Creating Travel Order Movements
- Creating, updating and uploading SISOs
- Researching camera and electrical consumable requests
- Prepare and set up for Cast Readthrough
- Organise paperwork for AD's & Onset Nurse
- Collecting and maintaining confidential medical information
- Creating and printing Sides
- Travelling Cast & Crew as required

South Australian Film Corporation

Administration Assistant

09/2021 - 09/2023, 12/23-

Key responsibilities

- Cover responsibilities for Reception, Facilities Manager, IT Manager, Marketing and Production & Development
- Develop strong relationships Tenants and Productions and fulfil their requests or manage any concerns.
- Set up the board room for upcoming meetings, plus catering requirements.
- Support the Finance Department with invoicing, reconciling expenses and approving bills.
- Support our Head of Operations with preparing board reports, looking after leases, chairing WHS meetings and anything else requested of me.

Achievements

- Implemented financial systems Xero and Approval Max to make our financials more efficient.
- Implemented SwipedOn to make our check in system for guests more streamlined.
- Took the initiative to learn and use SmartyGrants and Diligent to give me the ability to support my colleagues.
- Organised Morning Tea Networking and Tenant Event.

Wakfeild Orthopaedic Clinic

Floating Secretary

04/2021 - 09/2021

Key responsibilities

- Understand the different processes and preferences each of the 19 Doctors have, to ensure that their day runs smoothly and to time.
- Be prepared to cover at personal assistant as soon as requested.
- Responsibilities of booking appointments, answering all calls and mail, looking after financials as well as liaising patients, other medical professionals, lawyers, but maintaining confidentiality.
- Be proficient at the medical software Genie.

Achievements

- Promoted to Head Floater wherein I had the most responsibility and could help assign other floaters to doctors that are in need of assistance.
- Learnt how to use Genie and Genie solutions. Each doctor had their own preference for the Genie software.

Port Adelaide Football Club

Membership Engagement Officer

08/2017 - 03/2021

Key responsibilities

- Provide fantastic customer service to our members on the phones, emails and face to face.
- Bring in new members and retain existing members.
- Have extensive knowledge of the Archtics (Ticketmaster) and Ticketek systems and train new team members in how to use it.

Achievements

- Promoted to Membership Engagement Officer and was Stock Manager.
- Broke the membership record with over 60,000 members in 2021.
- Had 90% of our members pledge their full membership for 2020 during COVID.
- Worked in the Port Store on its biggest margin days since 2014.

Fowler Simmons Radiology

Receptionist

06/2014 - 03/2019

Key responsibilities

- Provide professional customer service to doctors and patients.
- Opening and closing of the business.
- Working with the financials and banking.

Achievements

- Implementing systems to make the procedures run smoothly as it was a new business.
- Trained new reception staff.

Education

Bachelor's Degree of Sport and Recreation Management

University of South Australia

Graduated 2017

Diploma of Business

Eynesbury College

Graduated 2012

SACE

Immanuel College

Graduated 2010

Volunteering

- International Cup – Australian Football League (AFL) 2017
- NAB AFLW 18s Tri Series - Australian Football League (AFL) 2017
- Talent Assistant – Soundwave Festival - 2015
- Team Liaison – Australian Netball League - 2015
- National Coaching Conference - Australian Football League (AFL) 2014
- Game Day Production Assistant – Port Adelaide Football Club 2013

Certifications and Licenses

Current Driver's License

Current First Aid – St Johns

References

- Angela Littlejohn – Producer – Bunya Productions
- Carly Maple – Co-Producer/Line Producer – Ladies in Black
- Robyn Jones – Chief Operating Office – South Australian Film Corporation
- Kathy Cooper – Practice Manager - Wakefield Orthopaedic Clinic
- Leonie Way – Head of Membership & Ticketing – Port Adelaide Football Club

Contact information available upon request.