



Job Description

Job Title:	Membership & Customer Services Officer
Department:	Finance & Business Operations
Reporting to:	Senior Membership & Customer Services Officer
Location:	Llilleshall National Sports & Conference Centre, Nr Newport, Shropshire TF10 9AT

Job Purpose

To be responsible for the delivery of a quality membership & customer support experience to our members, customers and stakeholders.

Key Objectives

- Provide a superior quality experience for our members
- Ensuring members' queries are dealt with effectively and resourcefully to the highest level
- Deliver Archery GB's membership service standards and report on exceptions
- Ensuring the accuracy of the Archery GB membership system
- Flexibly supporting the delivery of administration duties in-line with the Business Operations Team

Key Activities

- Liaise and work within the Business Operations Team, Archery GB staff, other departments and external stakeholders to ensure effective management of members' queries and a quality member experience
- Manage and update the Archery GB membership system
- Deal with all enquirers received via our enquiry service system
- Provide an excellent membership service through the management of phone, e-mail and post
- Support the administration of the Archery GB AGM
- Undertake other reasonable duties and ad hoc projects at the request of the Senior Membership & Customer Services Officer

Key Relationships/Interfaces

The Membership & Customer Services Officer will work directly with the Senior Membership & Customer Services Officer, the IT Systems & CRM Manager and the remaining Business Operations & Finance team, other Archery GB colleagues, members and key volunteers, external stakeholders and partners

Key Measures

The success of this role will be measured on:

- Response levels & satisfaction ratings within the enquiry service system

Flexibility Clause

The job holder is required to be flexible in their duties and may be required to undertake other duties and responsibilities as specified by Archery GB

Variation Clause

This is a description of the job as it is constituted at the date shown. It is the practice of Archery GB periodically to review job descriptions, to update them and to ensure that they remain relevant to how the job is to be performed.

Last reviewed: April 2019

Archery GB is the trading name of the Grand National Archery Society, a company limited by guarantee no. 1342150 Registered in England.

Personal Specification

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> GCSEs (or equivalent) in Maths and English 	<ul style="list-style-type: none"> OCR (or equivalent) vocational Customer Service qualification (NVQ/Diploma)
Knowledge	<ul style="list-style-type: none"> A basic understanding of customer service Familiar with customer communications structure (basic letters and e-mails etc) 	<ul style="list-style-type: none"> Familiar with membership organisations Customer Relationship Management (CRM) systems
Experience	<ul style="list-style-type: none"> Experience of working in an office environment Working as part of a team Dealing with members/customers via e-mail and telephone 	<ul style="list-style-type: none"> Experience of working in a customer call centre or member support environment Dealing with a high level of activity Working in a membership organisation Working in a small organisation Working with a CRM systems
Skills & Abilities	<ul style="list-style-type: none"> Excellent communication and interpersonal skills The ability to build trust with colleagues' and customers/members in order to deliver the best customer/member experience Good organisational and time management skills The ability to self-motivate and to work on own initiative and under pressure Ability to self-motivate and set realistic personal goals within the workload Strong verbal and written communication skills Excellent numeracy skills Good IT skills, familiar with MS Office applications Desire to learn and develop Attention to detail 	<ul style="list-style-type: none"> Experience of using a CRM system Asks questions and looks for improvements