

# MEMBERSHIP COORDINATOR

## JOB DESCRIPTION

<b>Job title</b>	Membership Coordinator
<b>Department</b>	Membership/Membership Documents
<b>Office location</b>	Arbon House, 6 Tournament Court, Warwick, CV34 6LG
<b>Responsible for</b>	To develop, promote, co-ordinate and administer the membership applications and renewal processes and maintain membership records.
<b>Salary</b>	£25,935 pa
<b>Reporting to</b>	Membership Documents Team Leader

## JOB PURPOSE

To develop, promote, co-ordinate and administer the membership applications and renewal processes and maintain membership records.

### Main Duties and Responsibilities:

- To process all new applications:
  - Ensuring applications are administered and processed efficiently and in accordance with agreed timescales
  - Ensuring that all relevant checks are undertaken and that the correct information is obtained and input into the membership records.
  - Following up with the potential members promptly to ensure efficient turnaround.
  - Ensuring the membership package, grade and fee are assigned to the new membership.
  - To administer all new Direct Debits to ensure collection of fees in good time.
- To process membership upgrades:
  - Ensuring that all relevant checks are undertaken and that the division or qualification the member has is correct/approved by the Association; and issuing letters/certificates/invoices as necessary.
- To process membership renewals:
  - Ensure that membership renewal forms are completed and worked on efficiently within given timescales.
  - Ensure invoices are issued for the correct fee in good time.
  - To confirm the qualifications of members as part of the renewal process.
  - To deal with the renewal of queries and the issuing of receipted invoices.
  - Ensuring the membership package, grade and fee are assigned to the new membership.
  - Confirming the legal entity of the company is correct.
- To administer renewals via Company invoicing:
  - Liaising with contacts, ensuring correct information is held and identifying memberships that should be renewed.
  - Discussing the renewal process with the contact and supporting members as they renew their membership via the company invoicing process
  - Adding and removing members where applicable
  - Generating final invoices for payment.
  - Following up with companies to ensure timely payment of membership company invoices.
  - To administer all new Direct Debits to ensure collection of fees, following up with cancelled/Bounced Direct Debits to ensure receipt of payment.
- To maintain high-quality membership records:
  - Ensuring records are updated correctly and promptly.

- Contacting members for missing information.
- Obtaining and updating branch information.
- Check and approve Continuing Professional Development (CPD) submissions.
- Provide excellent customer service to members and potential members.
- Taking calls from members to support and explain the process of renewing or joining membership. To explain the benefits of membership and qualification/ rules of membership to join.
  - Responding to calls, emails and letters promptly, ensuring queries are answered in full relation to all areas of membership, including;
    - Explaining benefits of membership
    - Criteria
    - Accepted qualifications, etc.
    - Access the online resources and use the website
  - Answering phone calls from members to support them in logging in and using the system fully and supporting them through the app or renewal form.
- Assist where necessary with the posting of renewal confirmation packs, welcome confirmation packs, reminder letters and certificates
- To maintain stock levels of welcome packs and general membership stationery
- Assist where necessary with processing orders received via the online store, including requests for logos.
- Support other teams at PropertyMark with membership criteria and other queries to ensure collaboration and understanding.
- Undertake any other duties that may be requested by the Membership Team Leader or Membership Manager, such as reception cover.

#### **Key working relationships**

- Members and potential members
- Membership Team Leader
- Membership Manager
- All other departments

#### **Job Requirement / Skills**

- Working knowledge of Microsoft Office
- Excellent Customer service skills
- Excellent oral and written communication skills
- Experience with customer relationship management (CRM) systems

#### **Education / Experience:**

- Level 2 in Business Administration or equivalent
- GCSE in Mathematics and English or equivalent
- Business administration experience
- Membership body experience is desirable