Role Profile

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| **Job title:** | Membership Assistant |
| **Reports to:** | Membership & Adoption Manager |

PURPOSE

To process and contribute to all RZSS membership and adoption administrative and sales activities, ensuring income is processed accurately and on time, whilst providing high levels of customer service to all stakeholders.

SCOPE

* Undertake office administrative activities, e.g. processing membership and adoption applications and renewals (Direct Debit, credit card, cash, cheque and other payment methods), and responding to letters, phone calls and emails.
* Support regular and ad-hoc membership and adoption campaigns at Edinburgh Zoo, Highland Wildlife Park and at off-site locations.
* Process in excess of 28,000 enquiries and transactions per annum collaboratively with the wider membership and adoption team.
* No line management responsibility

RESPONSIBILITIES

* Accurately process membership and adoption applications and renewals, adhering strictly to deadlines and in full compliance with GDPR requirements.
* Use and maintain membership and adoption databases to securely upload, extract and process data.
* Ensure all queries (email, phone, face-to-face) are answered within a reasonable timeframe and with first-class customer care.
* Provide high levels of customer service to both internal and external custormers.
* Provide ad hoc admin support where required, e.g. post duties, mailings, donation processing.
* Attend events out with normal working hours on occasions as required.
* Complete processes accurately and on time to ensure income is processed, deducted from customer accounts and transferred to RZSS accounts within required time frames.
* Support the Membership and Adoption Manager in developing membership and adoption activities.
* Engage with the Society’s appraisal system, and demonstrate commitment to our values, behaviours and your continuous personal development.
* Ensure compliance with RZSS’s policies, procedures and guidelines, together with all relevant regulatory and statutory requirements.
* Perform other reasonable duties and/or projects as directed by your Manager.

KNOWLEDGE, SKILLS AND EXPERIENCE

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|  | **Essential** | **Desirable** |
| **KNOWLEDGE** | | |
| Knowledge of Direct Debit and payment processes. |  | √ |
| Good achievement in standard grades (or equivalent), including English and maths. | √ |  |
| Customer service qualification |  | √ |
| **SKILLS** | | |
| Competent in the use of Microsoft Office (Word, Excel, Outlook) | √ |  |
| Fast and accurate typing and inputting skills. | √ |  |
| Strong written and verbal communication skills | √ |  |
| Experience in using a Customer Relationship Management database e.g. Raiser’s Edge. |  | √ |
| Accurate numerical reasoning skills and attention to detail. | √ |  |
| **EXPERIENCE** | | |
| Providing first class customer care and service, including dealing with customer complaints. | √ |  |
| Skilled in communicating constructively with customers by phone, email and face to face. | √ |  |
| Previous experience of administrative and data processing work. | √ |  |
| Working within a fundraising or business development environment. |  | √ |

PLANNING & ORGANISING

* Plan and prepare own workload daily to ensure tasks are completed within a timely manner.
* Ensure all membership and adoption customer enquiries and applications are processed within required time frames.
* Work collaboratively to prioritise departmental activities to ensure all new and renewing membership and adoption applications are uploaded to RZSS databases before end of month counts are taken.
* Ensure all planned and ad-hoc data membership processing and recruitment requirements are provided by agreed deadlines.

COMMUNICATION & RELATIONSHIPS

* Deliver a first-class service culture and know when to adapt style as appropriate.
* Respond to queries from existing, lapsed and potential members and adopters through a wide range of channels, including face to face, digital, by phone and in print.
* Contribute to promotional materials e.g. proofreading LifeLinks and event invitations.
* Engage with current and prospective members and adopters to promote RZSS and our mission, e.g. at member and adopter events.
* Communicate collaboratively with other departments and volunteers to promote the benefits of membership and adoption to the Society.
* Communicate with and support peers in departmental processes and knowledge sharing sessions.
* Build positive relationships with external suppliers, e.g. on processing stationery orders.

PROBLEM SOLVING & DECISION MAKING

* Respond to member complaints in a timely and professional manner, seeking advice from Membership and Adoption Team Leader or Manager where necessary.
* Follow departmental procedures for communicating standard messages to enquirers, e.g. using email templates to respond to questions in the membership inbox if required.
* Use initiative to respond to customer enquiries, judging the most appropriate method, seeking advice from Membership and Adoption Team Leader or Manager if required.
* Seek advice and guidance from senior colleagues to establish facts, e.g. animal births and animal welfare, to ensure RZSS is accurately represented.

BEHAVIOURAL COMPETENCIES

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| **Competency** | **Level** | **Essential** | **Desirable** |
| Planning & Organising | Plan ahead, organise your work, take into account the potential for change. | √ |  |
| Finding Solutions | Use your initiative to resolve problems and complaints, finding solutions within your work. | √ |  |
| Delivering Services & Experience | Perform your role to the best of your ability with enthusiasm and a positive approach. | √ |  |
| Team Working | Be collaborative and seek to find a positive outcome for the team and for RZSS. | √ |  |
| Communicating | Comfortable initiating dialogue with people; communicate with care to ensure your message is understood. | √ |  |
| Projecting Confidence | Act in a way which projects personal credibility, inspires trust and helps you share your knowledge and experience. | √ |  |
| Gathering Information | Gather and analyse information relevant to the tasks in your role. | √ |  |
| Developing Talent | Take responsibility for your performance and career development. |  | √ |
| Embracing Change | Take the initiative to make improvements to the way you do your role. |  | √ |