

Membership Services Officer

Department: Infrastructure, Housing and Environment

Division: Sport

Reports to: Membership Services Lead

JE Reference: IHE 1084

Grade: Civil Service 7

JE Date: 21/3/2022

Job purpose

Responsible for proactively promoting, selling and administering the membership, and related services, effectively advising and encouraging customers to develop healthy lifestyle changes to complement the Inspiring Active Vision and Mission. Ensuring the highest levels of customer service by dealing with queries in a timely and efficient manner to optimise opportunities for revenue. Ensuring details are appropriately checked and accurately recorded onto the relevant system and comply with policy requirements. Efficiently processing payments, customer credits and refunds. Ensuring the relevant terms and conditions of membership agreements are clearly communicated for compliance.

Job specific outcomes

Proactively engage with customers, promoting the broad range of services offered by the Sport division portfolio and provide efficient responses to enquiries. Proactively following up prospective new customers to drive new sales and seeking opportunities where sales may be maximised. Offering tours of the facilities where possible, attending trade shows and membership events to promote the services when required.

Act as the first point of contact for all service requests and enquiries, either through face-to-face workstations, telephones, or in writing via the online systems to meet daily business needs. Dealing with a range of queries from customers wishing to obtain a membership.

Maintain a comprehensive understanding of the types of the membership products and services, facilities, online customer tools (Apps), price charges as well as any available packages in order to effectively respond to customer enquiries. Ensuring relevant policies, terms and conditions relating to services are clearly communicated for compliance and quality assurance.

Ensure consistently high-quality customer care with each interaction aligned to those set by Customer and Local Services. Thinking ahead for customers to pre-empt their needs where possible and dealing with queries and complaints effectively. Ensure all customer feedback relating to services are captured and reported in the relevant systems, and responded to, in line with Customer Strategy. Working with the Membership Services Lead to adapt and continuously improve working practices in response to customer feedback.

Develop a comprehensive understanding of the membership schemes, and other Sport Directorate products and services by attending training as necessary which may occasionally require changes to working patterns to attend. Making suggestions for improvement where appropriate to assist with modernising services and to optimising customer experience.

Process membership, pay and play and retail sales. Ensuring details are appropriately checked and accurately recorded onto the relevant system and comply with policy requirements, including bank details.

Accurately create, update and maintain customer membership records to ensure the integrity of the relevant systems.

Issue membership agreements and process payments, authorised customer credits and refunds, in accordance with financial directives and prescribed fees. Assist the Membership Services Lead by investigating and resolving any issues or discrepancies when necessary.

Assist with collation of sales or other relevant data as required for basic management information reports to enable the analysis of trends, service requirements, income generation and forecasts by the Management team.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Services

Membership Services (Front of House and Back Office)

Organisational structure

TBC

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	A good standard of education to A Level or equivalent.	Maths and English Grade C or above at GCSE level
Knowledge	<p>The ability to acquire, assimilate and gain a solid working knowledge of the membership products and sports services, and customer interfaces - i.e. Apps and financial directives relative to the role</p> <p>The ability to acquire good knowledge of routine work procedures.</p> <p>Strong fluency in English</p>	<p>Knowledge of:</p> <p>The activity and processes of Government</p> <p>Sports priorities, key objectives, risks and issues relevant to the division and the role</p> <p>Knowledge of financial directives</p>
Technical / Work-based Skills	<p>Strong computer literacy with ability to operate the Microsoft Office package.</p> <p>A methodical approach, with the ability to work to a high level of accuracy and attention to detail to minimise the risk of errors in the systems.</p> <p>Ability to travel between sites in a reasonable timeframe.</p>	Driving licence (Group B)
General Skills/Attributes	<p>Problem solving skills</p> <p>Confident communicator, with ability to advise customers on a range of services and how to use them to best effect</p> <p>Innovative approaches to service delivery</p> <p>Good relationship building skills and confident dealing with external and internal stakeholders.</p>	
Experience	Experience in a similar environment or practical experience in sales or customer service.	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 5 core accountabilities attributes and behaviour indicators.

Organisation chart

One Government Departments

