



VICTORY SERVICES CLUB

## JOB DESCRIPTION Assistant Membership Secretary

Job Title:	Department:	Responsible to:
Assistant Membership Secretary	Membership	Membership Secretary

### Primary Role:

- Monitor, maintain and improve customer service and product awareness and delivery
- Deal with members efficiently and effectively
- Maintain and enhance effective working relationships
- Exchange information to solve problems and make suggestions for improvements for our Members
- Manage information
- Ensure that all member data is kept confidential

### Specific Tasks:

- Operating all software relating to all aspects of Membership and Customer Care
- Processing applications by email, mail and in person
- Managing the inputting of new applications after proving eligibility for membership
- Compiling a monthly analysis of office workload statistics
- Processing enquiries, by telephone, email, mail and in person
- Welcoming and assisting members and visitors (internal and external) to the Membership Office with membership-related enquiries
- Managing the office noticeboards
- Processing the daily post
- Processing membership payments including Direct Debits
- Processing Direct Debits online
- Checking the daily cashing-up
- Assisting with Reciprocal Club queries and requests
- Cancelling resigned and deceased Members from the database
- Preparing and distributing application packs
- Maintaining the membership database
- Referring to the VSC Staff Handbook in the first instance for direction and guidance on HR issues
- Attending relevant training events and meetings as required
- Completing other duties as required and appropriate to the post

### Resources:

Club 3000  
Microsoft Outlook  
Microsoft Office  
Internet  
Copier  
Membership Card machine

### Health & Safety and Environment:

- Adhere to the direction and guidance given in the VSC Staff Handbook
- Assist, as a Fire Marshal, with evacuation drills in the event of fire
- Undertake First Aid training in order to become an Appointed Person
- Use energy and other resources efficiently and sparingly, recycling waste where appropriate and stopping or reporting any wasteful practices identified.

Previous Experience:
<p>Qualifications:</p> <p><u>Essential:</u> GCSE Maths &amp; English (or equivalent)</p> <p><u>Desirable:</u> NVQ Customer Service / Supervision</p> <p>Experience/Qualities:</p> <p><u>Essential:</u></p> <ul style="list-style-type: none"> <li>• Supervisory experience of dealing with staff and the public in a customer service role</li> <li>• Customer service orientated personality</li> <li>• Ability to work calmly and efficiently under pressure.</li> <li>• Ability to process large amounts of data on a daily basis</li> <li>• Ability to prioritise work and meet deadlines</li> <li>• Ability to represent the Club at various events where the Club is represented</li> <li>• Ability to work flexibly and contribute as an effective member of a team</li> <li>• A working knowledge of Microsoft Office</li> </ul> <p><u>Desirable:</u></p> <ul style="list-style-type: none"> <li>• A working knowledge of Club or Hotel establishments</li> <li>• An understanding of the Armed Forces</li> <li>• BACS experience</li> </ul>

Issued by (name/job title):	Signed:	Date:
Membership Secretary		

Acknowledged by (name):	Signed:	Date:
Assistant Membership Secretary		