

Thames Valley Chamber of Commerce and Industry

Job Description

Job title:	Membership Co-ordinator
Department:	Membership Services
Responsible to:	Head of Membership & Global Tier
Accountable to:	Head of Membership & Global Tier
Responsible for:	Membership Administration & Customer Services

Job Summary:

Acting as the first point of contact for all incoming enquiries to the Chamber, providing excellent customer services and effectively triaging enquiries to the relevant departments. Coordinate and provide administrative support for to the Member Services team and undertake periodic call campaigns to support engagement activity. Champion accurate data entry on our internal CRM system.

Principal Objectives:

Duties and Responsibilities

- First point of contact for all incoming enquiries to the Chamber (phone/email/webchat), supporting with basic enquiries and triaging to relevant departments/account managers as needed.
- Responding to membership support requests from agreed accounts to secure annual renewals and other agreed interventions.
- Undertake daily membership administration tasks, such as sending out payment receipts, membership certificates, event booking confirmations etc.
- Coordinate and support all account managers in the membership team ensuring all minimum data requirements are uniformed across the business.
- Assist and support the Head of Membership on reporting progress of all membership tiers, minute taking and all administration tasks, as requested.
- Making outbound calls as required to deliver Chamber projects.
- Processing payments via Worldpay.
- Data entry onto internal CRM system, complying with GDPR.
- Managing Business Voice returns, updating the CRM system and notifying the account managers of any changes
- Managing event bookings on the CRM system for virtual and in-person events, ensuring they are allocated in a timely manner.
- Maintaining member logins to Quest, adding new users when needed and deleting users when members leave.
- Managing data updates to Lead Forensics (new members / lapsed members / key prospects)
- Actively encourage members and prospects to complete the Quarterly Economic Survey to gauge the economic health and priorities of the business community in the Thames Valley

- Maintain minimum data requirements for all members and support the Head of Membership on reporting progress of other tiers.
- To work closely with TVCC Event's team on all membership events.
- Attend external membership events to identify new sales leads and maintain ongoing relationships.

Person Specification:**Essential**

- Min. 2 years' experience in a similar customer service role
- Proactive approach to customer service, including a professional and confident telephone manner.
- Attention to detail and accuracy.
- Fully competent in Windows Office products and previous experience of using CRM systems.
- Portray a professional visual, written, and verbal image always.
- The ability to work effectively and converse with a diverse range of people at all levels.
- Effective team player and to work flexibly beyond designated service areas.
- Confident, friendly persona with excellent interpersonal skills
- Pro-actively develop knowledge of the Chamber and its product portfolio.
- Excellent team player with ability to work independently under own initiative.

Preferred

- Based in the Thames Valley area.