



**EQUESTRIAN SPORTS
NEW ZEALAND**

**Position Description
Membership Services Administrator**

Employer:	Equestrian Sports New Zealand	
Position Title:	Membership Services Administrator	
Reports to:	Operations Manager	
Salary:	\$46,000 Per annum	
Position Type:	Full-time	Location – Wellington National Office 40 hours per week (Monday to Friday)
Commencement Date	TBC	
Delegated Authority:	Nil	
Job Purpose: To be the first point of contact for all customers – answering phone, email and face to face enquiries. You will also be responsible for accurately processing customer orders and providing exceptional customer service.		
You will have: <ul style="list-style-type: none"> • Excellent phone manner and customer service skills. • Excellent IT skills, able to pick up new IT packages and systems quickly. • Problem solving skills. • Exceptional level of attention to detail. • Strong time management skills. • Ability to remain calm under pressure when dealing with customers is a must. • Ideally call centre or phone-based experience. • A passion for Equestrian sport (desirable but not essential). 		
Key Relationships: <ul style="list-style-type: none"> • Operations Director • Other ESNZ Staff • Discipline Sport Managers (Jumping, Dressage, Eventing, Endurance and Para-Equestrian). • ESNZ Members, Owners, Breeders, Area Group Secretaries, Affiliates and Online Entry Providers 		
Position Objectives		Position Outcomes
<ul style="list-style-type: none"> • To be the first point of contact for ESNZ members in their dealings with the organisation. • To provide accurate and professional administrative and membership support to ESNZ customers, staff and stakeholders. • Ensure Horse performance records are accurate and up to date. 		<ul style="list-style-type: none"> • Accurately process customer orders. • Keeping memberships and registration turnaround time to a minimum. • Outstanding results followed up on regular basis. • Maintaining high level of integrity and accuracy of the ESNZ database. • Support the development and maintenance of the ESNZ membership and registration policy manual. • Deliver exceptional customer service and

<ul style="list-style-type: none"> • To learn and adhere to ESNZ registration policies and procedures. • To learn and be able to understand the ESNZ and Discipline sport rules. 	<p>competently take ownership of and manage customer complaints and queries.</p>
<p>Membership Support</p> <ul style="list-style-type: none"> • Provide support within the Customer Service Team including: <ul style="list-style-type: none"> ○ Answering phone, email and face to face enquiries. ○ Mail outs ○ Accurately processing customer orders and providing exceptional customer service. ○ Results processing and following up on outstanding results on a regular basis. ○ Regular follow up registration issues requiring further information. ○ International services – FEI registrations/ FEI passports/ Rider licence. ○ Helmet tagging. • Distribution of public information packs and answering general public enquiries about Equestrian sports. • Make sure ESNZ resources are printed and well stocked for distribution. • Complete registration checks for Online Entry Providers and Event Secretaries upon request. • Attend Horse of the Year Show, Hastings (Approx. seven days) <ul style="list-style-type: none"> ○ Welcome and greet ESNZ members and other members of the public. ○ Promote and sell ESNZ member services, clothing and accessories. ○ Assisting with set up and pack up. • Learn and be able to adhere to ESNZ registration policies and procedures. • Learn and be able to understand the ESNZ and Discipline sport rules to accurately answer customer enquiries. • Assist with annual audit requirements and stocktake. 	
<p>Data Processing of Registration and Memberships</p> <ul style="list-style-type: none"> • Receiving, reconciling and processing payments, plus follow up payment for pending registrations. • Processing new applications for membership, horse registration and other database information management. • Follow up on any pending registrations with any incomplete paperwork. • Preparation of membership daily banking. • Horse performance records are accurate and up to date. • Events send in correct results and anomalies are followed up. • Outstanding results are followed up on a regular basis. 	
<p>Database Management</p> <ul style="list-style-type: none"> • Assist with the ongoing development of the ESNZ database. • Identify opportunities for continual improvements in efficiency and management of membership information, communication and processing systems. • Ensure the database maintains a high level of integrity and accuracy. • Assist with implementation of testing and changes to the ESNZ database where required prior to release. • Assist with regular data cleansing. 	

Website Support

Assist with keeping the membership and registration information up to date on the ESNZ website, including downloadable forms, rules and frequently asked questions.

System Management

- Support the development and maintenance of the ESNZ membership and registration policy document.
- Keep the Sport Managers updated with issues and procedures to manage membership, registrations, results and queries efficiently and effectively.
- Office supplies are organised and up to date.

Personal Specification

- Able to manage own workload and time to complete tasks effectively and efficiently.
- Demonstrable ability to accurately manage data and information.
- Capable user of computer technology including Excel, Word, Outlook and database programmes including the ability to learn new programmes quickly.
- Proven ability to problem solve, deliver exceptional customer service and competently manage customer complaints and feedback.
- Have the ability to work calmly when under pressure.
- Willing and co-operative team player/member.
- Enthusiastic outlook and willing to go the extra mile.
- Knowledge of Equestrian sport/horse industry would be helpful but is not essential.