



**EQUESTRIAN SPORTS
NEW ZEALAND**

Position Description		
Database & Customer Service Administrator		
Employer:	Equestrian Sports New Zealand	
Position Title:	Database & Customer Service 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. • To learn and adhere to ESNZ registration policies and procedures. • To learn and be able to understand the 	<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 competently take ownership of and manage 	

ESNZ and Discipline sport rules.

customer complaints and queries.

Membership Support

- Provide support within the Customer Service Team including:
 - 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.
- Be able to complete accurate database research and provide meaningful reports in support of questions, reviews and to provide information for analysis.
- Extracting Horse and Rider registration data for Online Entry Providers and Event Secretaries.
- Complete registration checks for Online Entry Providers and Event Secretaries upon request.
- Attend Horse of the Year Show, Hastings (Approx. seven days)
 - 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.

Data Processing of Registration and Memberships

- The Customer Service Team will work together on:
 - 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.
- The Membership Services Team will work together to ensure:
 - 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.

Database Management

- 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.

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.
- Assist with providing relevant content to the bi-monthly newsletter.

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.