



EQUESTRIAN SPORTS NEW ZEALAND

Position Description	
Membership Services Manager	
Employer:	Equestrian Sports New Zealand
Position Title:	Membership Services Manager
Reports to:	Operations Manager
Position Type:	Location – Wellington National Office 40 hours per week (Monday to Friday)
<p>Job Purpose: The Membership Services Team is the first point of contact for all customers – answering phone, email and face to face enquiries. You will also be responsible leading and managing the Membership Services Team and department ensuring that all orders are accurately processed and that ESNZ members receive exceptional customer service.</p>	
<p>You will have:</p> <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). 	
<p>Key Relationships:</p> <ul style="list-style-type: none"> • Operations Manager • Casual Membership Services Staff • 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"> • For the Membership Services Team to be the first point of contact for ESNZ members in their dealings with the organisation. • To lead and manage the ESNZ Membership Services Team to maintain an accurate database and 	<ul style="list-style-type: none"> • Ensure that the Membership Services Team deliver exceptional customer service to all ESNZ stakes holders, including members, officials, volunteers, coaches, breeders etc. • Ensure that the Membership Services Team are supported and have the right systems in place to support timely turnaround times of all processing.

<p>support timely turnaround of all processing.</p> <ul style="list-style-type: none"> ● To lead and manage a friendly, professional and efficient service to ESNZ members. ● To ensure that ESNZ registration policies and procedures are kept up to date. ● To learn and be able to understand the ESNZ and Discipline sport rules and to support the wider Members Services Team with learning the rules of the sport. ● To ensure that the ESNZ Database manual is kept up to date for training purposes. ● To take ownership of and manage customer complaints and queries. ● To lead and manage temporary and casual staff within budget. ● To lead and manage the FEI registration and passport process to ensure accurate and timely registrations. 	<ul style="list-style-type: none"> ● Ensure that the Membership Services Team deliver exceptional customer service to all ESNZ Stakeholders and that any areas for improvement are addressed or provided extra training. ● Establish an annual plan to ensure that ESNZ registration policies and procedures are kept up to date and that all staff are aware of any changes. ● Ensure that the Membership Services Team have access to current sport rules and assist them in learning and keeping up to date with rule changes. ● Establish an annual plan to ensure that the ESNZ database manual is kept up to date for staff and training purposes. ● Ensure that any customer complaints and queries are deal with in a timely manner and approve any refunds for processing. ● Establish an annual plan to ensure that members competing at FEI level know when registrations are due in and how long they take.
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<p>Membership Management</p> <ul style="list-style-type: none"> ● Take an active lead in managing the Membership Services Team attendance at the 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. ○ Take a lead in assisting with set up and pack up. ● Establish an annual plan to ensure that ESNZ registration policies and procedures are kept up to date and that all staff are aware of any changes. ● Identify any ESNZ registration policies and procedures that might need to be changes and put forward proposal/s to ESNZ Technical Committee. ● Learn and be able to understand the ESNZ and Discipline sport rules and to support the wider Members Services Team with learning the rules of the sport, including: <ul style="list-style-type: none"> ○ Ensure that the Membership Services Team have access to current sport rules available to them. ○ Assist them in learning and keeping up to date with rule changes. ○ Identify areas of opportunity to learn rules or provide refresher lessons to Membership Services Team or all ESNZ staff. ● Assist with annual audit requirements. ● Lead and manage the annual stocktake. ● Take ownership of and manage customer complaints and queries with any issues not able to be resolved to be escalated to the operations manager or CEO. ● Manage temporary and casual staff within budget.
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- Lead the induction and training of any new membership services staff.

Data Processing of Registration and Memberships

- Lead and manage the Membership Services Team to provide a friendly and professional approach to answering phone, email and face to face enquiries.
- Lead and manage the Membership Services Team to ensure accurate processing of customer orders, plus follow up incomplete paperwork for pending registrations.
- Ensure that any registration checks for Online Entry Providers and Event Secretaries are checked in the timely manner.
- Lead and manage the setting up of each season in the database to receive accurate and timely results from the online entry providers.
- Lead and manager the annual updating of discipline rule books on the website and printing of rule books to be sold and distributed.
- Outstanding results are followed up on a regular basis.
- Un-registered riders and horses identified in the results are followed up and registered.

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.
- Establish and maintain a strong professional relationship with database developers and ESNZ database project team.
- 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.
- Be able to complete accurate database research and provide meaningful reports in support of questions, reviews and to provide information for analysis.
- Assist with regular data cleansing.

Website Support

- Lead and managed the membership and registration pages on the ESNZ website.
- Ensure the information on the website is current and up to date, including downloadable forms, rules and frequently asked questions.

System Management

- Maintain the database manual for staff, casual and temp staff and for on-going training.
- Establish and maintain a Membership Service Manual which includes FAQs and templates for replying to common queries.
- Establish an annual plan to ensure that members competing at FEI level know when registrations are due in and how long they take.
- Keep the Sport Managers and staff updated with issues and procedures to manage membership, registrations, results and queries efficiently and effectively.
- Online store items are ordered and restocked in a timely manner.
- Ensure that any price increases are co-ordinated and implemented with a whole of sport approach where possible.

Personal Specification

- Able to manage own workload and time to complete tasks effectively and efficiently.
- Demonstrable ability to accurately manage data and information.

