



POSITION DESCRIPTION

Salary range: Admin Band 2, Level 1 – 5

Hours of work: 9.00am to 5.00pm

Status: Approved

Position: Membership Services Clerk

Reporting to: Membership Services Coordinator (or MAS via MSC)

Positions directly reporting to this position: NIL

1. Purpose and scope of your position:

Purpose	To provide administrative and clerical support relating to membership processing and ensure a high level of customer service.
Responsibilities	<ul style="list-style-type: none"> • Update and maintain the membership database • Process applications for membership • Process payments • Administer automatic payment processes • Administer Online Processes • Process and reconcile Payroll deductions • Provide information and assistance to members regarding their membership by telephone and in writing • Process returned mail • Open and allocate membership mail • Process Interstate Transfers • Process Resignations from the Association • Assist with reception duties as required

2. Specify critical competence (skills) requirements for this position:

<ul style="list-style-type: none"> • Proficient in windows environment • Knowledge and experience in Microsoft Word • High level organisational skills • High level customer service • Accurate data entry skills • Experienced in membership databases • Excellent verbal and written communication skills
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3. Describe how NSWNMA Values will guide behaviour in your position:

NSWNMA Values	Examples of how this value is expressed in your position
The NSWNMA will be a union that provides quality representation to a growing number of active members who see the NSWNMA as a vehicle of their own empowerment.	Membership Services will assist members in ensuring they obtain maximum entitlements from their membership, minimising risks of becoming unfinancial or lapsing.
The NSWNMA will work to be recognised by nurses and all others as a positive contributor to a fairer and just society.	Contact with staff, branch officials, members and external organisations and their staff shall be courteous and professional, ensuring a positive image of the Association is projected.

4. Define the authority and influence of the position:

The position has the authority to manage the day-to-day processes of Membership Services, including the authority to pursue matters delegated by the Membership Services Coordinator within his/her sphere of responsibilities.

The position has a direct influence on the processes of Membership Services.

5. List the goals and deliverables of the position:

Main objectives	Expected deliverables
Update and maintain Member database	To keep to membership database up to date in a timely manner
Process applications for membership	To process applications for members in a timely manner in accordance with the rules of the Association
Process payments	To process payments accurately and in a timely manner
Administer automatic payment processes	To administer automatic payment processes in timely and accurate manner
Process Payroll deductions	To process and reconcile payroll deductions in a timely and accurate manner
Provide information and assistance to membership regarding their membership	To provide timely, friendly and accurate information to members in response to queries received via phone, fax, email or post
Process returned mail	To process returned mail in a timely manner, seeking to determine new contact details

Administer Online Processes	To administer online processes in a timely and accurate manner.
Open and allocate membership mail	To open and allocate membership mail in a timely manner
Process Interstate Transfers	To administer interstate transfers in a timely manner in accordance with NSWNMA and ANMF rules and policies.
Process Resignations from the Association	To process resignations of the Association in a timely manner in accordance with NSWNMA Rules
Assist with reception duties as required	To assist with reception duties in a friendly, courteous and informative manner.

Providing Support

6a. Specify who you need support from:

Key relationships (manager, co-workers, external contacts) and scope of support:
Manager Administrative Services: To provide direction and support in all aspects of duties
Membership Services Coordinator: To work closely with Membership Services Coordinator to ensure seamless integration of the NSWNMA Branch processes with other membership processes.
Membership Services Clerk: To work closely with other members of the Membership Services team, seeking assistance where necessary.

6b. Identify who you should provide support to:

Key relationships (managers, co-workers, external contacts) and type of support to:
Manager Administrative Services: Provide support to MAS in all aspects of duties
Membership Services Coordinator: To work closely with Membership Services Coordinator to ensure seamless integration of the NSWNMA Branch processes with other membership processes.
Membership Services Clerk: To work closely with other members of the Membership Services team, providing assistance where necessary.

7. Provide a quality service:

Provide a quality service to the elected officers, MAS, staff and members by ensuring administrative systems are developed and maintained.
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8. Improve own professional knowledge and skill relevant to position:

Attend courses as relevant to role and skills level. Seek greater understanding of all aspects of roles within membership services.

I have read and understand the requirements of this position. I agree to undertake the responsibilities as set out in the position description.

Employee's signature:

Date:
