



Job Description: Membership Officer

Job Title:	Membership Officer
Location:	The role is split between working at Prime Acrobatics centres in Woking and Camberley
Reporting to:	Company Experience Executive
Hours:	Part time; a flexible working pattern based on the needs of the company; 20 hours per week (including breaks), split across 5 days (one being either a Saturday or a Sunday). Hours will include evenings, weekends and bank holidays, to be determined and agreed between you and Prime Acrobatics.

Overall Aims of the Role:

- The role requires you to support our Company Experience Executive in managing our members and supporting the front desk where required.
- To be the first point of contact for our members, to assist them with any matters surrounding their membership, and in relation to their classes.
- To assist the company with any administrative duties or projects where required to ensure smooth day to day operations.
- To assist the company with enforcing our company's terms and conditions.
- To help the company uphold its high service standards and deliver an exceptional experience to its members.
- To work closely with other senior staff to improve the company's overall quality of service.
- The role requires you to follow and ensure the procedures for members payments-including, but not limited to, reconciling bank account, Direct Debits, ensuring payments are made in accordance with our Terms and Conditions, including chasing payments for members who have left Prime.
- To be point of contact for staff and members in any payment related queries, BG issues, which are unable to be dealt with at the front desk.

Duties and Responsibilities

- To seek approval from the Company Experience Executive to write off any outstanding fees and manage credit on members' accounts.
- To manage any individual refunds.
- To delete accounts of those who leave and merge duplicated accounts.
- Formulate and oversee our company's mass emails/ newsletters.
- To directly manage our SMS account and text messaging to members.
- To set up and manage our general classes on Acroscope (not including short courses).
- To create and manage registers.
- To create and manage classes/sessions/courses categories.
- To follow up with members regarding un-notified consecutive absences with welfare emails.
- To be accessible to the front desk and provide them with direct support with members queries on their Acroscope and Gymscope personal accounts.
- To reconcile the company's bank payments.
- Directly manage Direct Debits and the company's GoCardless dashboard.
- To ensure our fees are received promptly and members are upholding our terms and conditions.
- To raise Stripe invoices upon the senior team's request.
- To build communication with members for any outstanding fees/ balances and British Gymnastics membership.
- To place 'no entry' and 'speak to office' actions upon members accounts where necessary.
- To reconcile British Gymnastics memberships daily, and ensure all members, new and existing, have current membership in place.
- To drive the annual BG membership renewal process, following company procedure.
- To ensure pay as you go classes are released for booking on time.
- To support our Company Experience Executive with complaints and building communication with members about sensitive matters.
- To communicate Acroscope or Gymscope glitches to line manager and support in informing staff if necessary.
- To assist in the review of the company's policies/ procedures and members terms and conditions when asked.

Other

- To actively promote the company when possible.
- To help ensure our environment is welcoming, friendly and supportive to all.
- To maintain a good professional appearance, always act as a role model to other staff and act as a key ambassador for the company.
- To support the Company Experience Executive by any other means deemed appropriate that could potentially benefit the company.
- To support any future company development plans.

Skills Required

- A flexible and adaptable approach to work.
- Proactive with great attention to detail.
- Excellent organisational skills.
- Proficient in Microsoft Office and Google Workspace.
- Excellent customer service and communication skills.
- Excellent interpersonal skills.
- Ability to cope and disburse any hostility with members.
- A good level of intuition and ability to use one's initiative.

Remuneration Package

- Salary between £12,000 to £14,000 per annum, based on experience.
- Minimum of 5.6 weeks of annual leave (based on 4 weeks plus 8 English public holidays). Some holidays dates may be forced in line with club closures.
- Contributory pension scheme, if eligible.
- There is also an option to work agreed overtime.

Essential Criteria

- Relevant administration and customer service experience.
- Accounts experience.
- Proficient with Microsoft Word and Excel.

Desirable Criteria

- Management experience.
- Valid DBS certificate, which Prime Acrobatics will assist you in obtaining.
- Current safeguarding training as deemed acceptable by British Gymnastics.
- Experience working in a gymnastics club setting.
- A valid First Aid at Work certificate.