



**EQUESTRIAN SPORTS  
NEW ZEALAND**

<b>Position Description</b>		
<b>Member Services Administrator</b>		
<b>Employer:</b>	Equestrian Sports New Zealand	
<b>Position Title:</b>	Member Services Administrator	
<b>Reports to:</b>	Operations Manager	
<b>Salary:</b>	\$42,000 Per annum	
<b>Position Type:</b>	Full-time	Location – Wellington National Office 40 hours per week (Monday to Friday)
<b>Commencement Date</b>	TBC	
<b>Delegated Authority:</b>	Nil	
<b>Job Purpose:</b>		
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.		
<b>You will have:</b>		
<ul style="list-style-type: none"> <li>• Excellent phone manner and customer service skills.</li> <li>• Excellent IT skills, able to pick up new IT packages and systems quickly.</li> <li>• Problem solving skills.</li> <li>• Exceptional level of attention to detail.</li> <li>• Strong time management skills.</li> <li>• Ability to remain calm under pressure when dealing with customers is a must.</li> <li>• Ideally call centre or phone bases experience.</li> <li>• A passion for Equestrian sport (Desirable but not essential).</li> </ul>		
<b>Key Relationships:</b>		
<ul style="list-style-type: none"> <li>• Operations Director.</li> <li>• Other ESNZ Staff.</li> <li>• Discipline Sport Managers (Jumping, Dressage, Eventing, Endurance and Para-Equestrian).</li> <li>• ESNZ Members, owners, breeders, area group secretaries and affiliates.</li> </ul>		
<b>Position Objectives</b>	<b>Position Outcomes</b>	
<ul style="list-style-type: none"> <li>• To be the first point of contact for ESNZ members in their dealings with the organisation.</li> <li>• To provide accurate and professional administrative and membership support to ESNZ customers, staff and stakeholders.</li> <li>• Horse performance records are accurate and up to date.</li> <li>• To learn and adhere to ESNZ registration policies and procedures.</li> <li>• To learn and be able to understand the ESNZ and Discipline sport rules.</li> </ul>	<ul style="list-style-type: none"> <li>• Accurately process customer orders.</li> <li>• Keeping memberships and registration turnaround time to a minimum.</li> <li>• Outstanding results followed up on regular basis.</li> <li>• Maintaining high level of integrity and accuracy of the ESNZ database.</li> <li>• Support the development and maintenance of the ESNZ membership and registration policy manual.</li> <li>• Deliver exceptional customer service and competently take ownership of and manage customer complaints and queries.</li> </ul>	

### **Membership Support**

- Provide support within the Member Services 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.
- Be able to complete accurate database research and provide meaningful reports in support of questions, reviews and to provide information for analysis.
- 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.
- Lean and be able to adhere to ESNZ registration policies and procedures.
- Lean and be able to understand the ESNZ and Discipline sport rules to accurately answer customer enquiries.

### **Data Processing of Registration and Memberships**

- The Membership Services 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.
  - 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.

### **System Management**

- Support the development and maintenance of the ESNZ membership and registration policy document.
- Liaise with the Membership Team Leader to ensure National office supplies are ordered and delivered.
- 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.
- Assist with annual audit requirements and stocktake.

### **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.