



Job Title: Memberships Assistant

Job Level: Front Line

Responsible To: Memberships Supervisor

Direct Reports: none

Place of Work: Based at Ponds Forge International Sports Centre but expected to travel to other venues as a when required.

Purpose of the Job

Administration of the Sheffield City Trust Memberships products; ensuring accuracy of accounts and highlighting relevant additional products to existing and potential members.

Job Summary:

- Maintain customer accounts to ensure accuracy to maximise income and minimise errors
 - Support internal and external customers with membership queries
 - Assist with the Direct Debit collection process
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Key Responsibilities:

- To work carefully to maximise accuracy in data input including each customer's membership account
 - Assist with the direct debit collection
 - Ensure that all financial transactions are carried out inline with company procedures
 - Processing reports to help maintain the integrity of MRM database looking for and correcting inconsistencies with Memberships.
 - Looking in depth at accounts checking that payments have been received and finding accounts that are in arrears.
 - Processing customer accounts for a variety of requests. This may include agreeing payment plans and managing arrears, dealing with disputes about the membership terms, contracts and liaising with onsite staff members to resolve any issues.
 - Making calls to customers regarding memberships products.
 - Processing direct debits in conjunction with a third party and in-house. Managing the direct debit procedure from collection to cancellation.
 - Process data in relation to, amendments, freezes, cancellations accurately and timely in accordance with SCT policy and guidelines
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- Supporting the Membership Team with any DD related tasks.
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Expected Behaviours

- Demonstrate 'ICAN' attitude in the role – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.
- Maintain a professional approach with all customers and to recognise the service provided by Memberships to internal & external customers
- Professionally discuss and resolve customer queries by phone or email within Sheffield City Trust procedures and guidelines, maintaining accurate records of conversations
- Maintain positive relationships between the membership team and other internal customers
- To work well within a team
- To ensure that financial policies & procedures for Memberships are adhered to and comply with the data protection act guidelines ensuring customer information is stored correctly.