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| **Customer Services Executive** **Engagement Division**1 Year Fixed Term Contract |
| **Based** | 1 Wimpole StreetLondonW1G 0AE | **Travel**  | N/A |
| **Reports**  | N/A | **Reports to**  | Membership Manager |
| **Seniority**  | Team member | **Hours** | Full Time |
| **Key areas of influence**  | Member Retention and AcquisitionMember and customer service and supportCRM/Data ManagementAccount AdministrationIncome Generation |
| **Key contacts** | **Internal:** Membership ManagerSenior Customers Services ExecutiveEducation Event ExecutivesCommercial Services TeamLibrary TeamHead of Membership and Marketing**External:** Current MembersProspective-Member Customers of the RSM |
| **Facts and Figures** |
| To support and influence the retention and acquisition of members of the Royal Society of Medicine. Providing high levels of service and support via customer and member relations including:1. Liaise with a broad range of members and non-members (in person/over the phone/email) to influence their membership decisions encouraging sales and retention
2. responding to emails received within three working days
3. promptly acknowledging/processing application forms
4. responding to requests/outcomes required from telephone enquiries within one working day
5. send membership card/welcome pack of application being approved
6. access and updating confidential member/Customer information

Ensure the provision of high-quality customer support for membership, and events (and other services as required) including the administration of accounts and personal informationUndertaking proactive and reactive sales of RSM services to meet required budget targetsIdentify opportunities for sales and growth or trends within membership as a result of callsReporting customer feedback to Membership Manager or relevant Head of Department |
| **Key Outcomes (Role Purpose)** |
| Influence customer decisions to retain and attract members through the provision of high-level customer service and supportIdentify opportunities for sales and growth or trends within membership as a result of conversations/connectionsResponding promptly to email, telephone and face to face enquiries from members/ customers to maximise opportunities for joining, attending meetings, using library and cross sell appropriate servicesMeeting with and providing tours of the RSM building for members/customers and prospective members to support and generate salesProviding necessary support to Senior Customer Services Executive to include direct debit membership renewal processing |
| **Key Objectives (Role Responsibilities)** |
| MembershipTo support and influence the retention and acquisition of members of the Royal Society of Medicine. Providing high levels of service and support via customer relationsCustomer data and CRM Management:1. updating records and preparing supporting paperwork (Access to confidential information)
2. Taking customer payments and sending receipts as required
3. Posting relevant membership application and renewal payments to customer records
4. Issuing Membership cards and new member packs as required

Events1. Processing event bookings (telephone/email)
2. Processing event booking payment by invoice
3. Ensuring on the day registrations for events are processed and “no shows” updated onto the CRM system

General1. Responding to face to face and telephone inquiries from customers to maximise opportunities for joining, attending meetings, using library and cross sell appropriate services
2. Contact customers who have made incorrect payments for membership/events and resolve any issues
3. Process refunds on CRM and initiate process for any refunds that Finance Team need to process
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| **Person Spec- Key Competencies**  |
| Customer ServicesInfluencing sales and retentionPlanning and organisingAnalytical Attention to detail  |
| Person Spec Personal attributes, knowledge, experience & qualifications - Essential |
| Proven track record in a customer service led role delivering high standards of serviceGood communication skills – both oral and writtenProven experience of working with many departments and providing customer feedbackFlexible approach to work which will involve some evenings and weekendsPractical hands-on knowledge of using Word, Excel and CRM systemProactive, resourceful and demonstrate initiativeProfessional and helpful and diplomatic approach to answering customer inquiries and complaintsAbility to work in a busy customer facing roleAccurate keyboard skills and extensive knowledge and experience of CRM systemsSmart appearance  |
| Person SpecPersonal attributes, knowledge, experience & qualifications - Desirable |
| Understanding of paperless direct debits and other forms of service payment Experience of working in professional/membership organisationCustomer service qualification – or willing to undertake training in this areaExperience of managing membership, event related admin and/or related queriesExceptional organisational skills and ability to meet deadlines |
| **Organisational values & behaviours****The following generic statements are included in all RSM Job Profiles.** |
| The post holder must always when conducting responsibilities and interacting with others:1. Uphold the RSM values. Specifically treating others with RESPECT, INVESTING in people to help them develop and grow, striving to continuously IMPROVE what we do by setting ourselves and others stretching objectives and measuring outcomes, LISTENING to colleagues, customers and COLLABORATING to achieve more new ideas, DELIVERING our intentions.
2. Adhere to the Society’s Health and Safety regulations and ensure the safety of oneself and others engaged in the RSM premises and work by reporting hazards to a senior manager for address or taking actions (where possible) to remove safety hazards.
3. Adhere to the Society’s GDPR regulations and only use data as required to undertake their role and handle it in an appropriate and confidential manner.
4. Fully subscribe to the spirit of and adhere to the Society’s people policies the RSM’s Code of Conduct.
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