

JOB PROFILE

Job Title:	Membership Manager
Department:	Membership, Legal and Compliance
Reporting to:	Chief Officer: Membership, Legal and Compliance

JOB SUMMARY

This department is responsible for administrative processing of all new members, ensures compliance with the Campaign's four criteria, membership retention through productive Customer Relations Management and gives legal support relating to general membership and other related external relationships with the company.

The incumbent will provide strategic, administrative and sales support to the Chief Officer: Membership, Legal and Compliance. He/she will be responsible for establishing and maintaining excellent relations with both internal and external clients by ensuring seamless CRM operating procedures. Working closely under supervision and guidance of the Head of Department, the incumbent will ensure that the department's administrative policies, processes and procedures are in place, continuously evaluated and adhered to at all times. From time to time, the incumbent will be responsible for the promotion, sales, new business development and account management for Proudly South African customers in all the industry sectors.

ACCOUNTABILITY

On day-to-day business, the incumbent will report to the Chief Officer: Membership, Legal and Compliance for all the assigned roles and activities of the department, and the Chief Officer: Membership, Legal and Compliance may delegate some of her strategic projects and/or operational responsibilities to the incumbent.

JOB DESCRIPTION

Essential tasks, duties and responsibilities:

1. Under supervision and guidance by the Head of Department, the incumbent must develop and maintain an effective Customer Relationship Management system to enable Proudly South African to deliver high quality administrative service to its members.
2. Proactively identify new potential members, following-up of leads through referral channels, generate appointments and establish relationships.
3. Develop relationships with key account contacts and serves as a point of liaison between the customers and the organisation to ensure prompt problem resolution, information dissemination and service delivery.
4. Through the office of the Head of Department, establish and maintain regular communication with members in order to inform and provide access to specific benefits for members allowing them to utilise the full service offering of Proudly South African.
5. Identify marketing opportunities within the existing client base and develop projects to successfully capitalise on such opportunities.
6. Co-ordinate the activities of the Membership and Compliance Department with other departments within Proudly South African in order to provide a continuous operational cover to ensure maximisation of resources and consistency of operations.
7. Maintenance of accurate internal records, files and databases to ensure efficient retrieval of information.
8. Continually identify and recommend improved administrative systems to the Head of Department for better, effective and efficient workflows supported by documented processes and procedures.
9. Work closely with the Marketing Team to arrange / develop sector specific events / exhibitions / seminars as required; to ensure optimal delivery of service.
10. Assist in the development of the annual business plans for each industry sector, inclusive of strategies, benefits, targets and budgets.
11. Recommend for approval of new and renewal applications to the Head of Department in line with the Compliance Policy and Procedures.
12. Closely assist in monitoring and guarding against the unlawful and unauthorised use of the Proudly South African logo.
13. Assist in building and maintaining relationships with relevant regulatory bodies and forge partnership through Cooperation and Teaming Agreements.
14. Monitor the effectiveness of the tender monitoring function and the efficiencies of all internal parties responsible for its execution.
15. Reporting.

JOB REQUIREMENTS

AREA	NECESSARY FOR POSITION
Qualifications	Undergraduate degree in sales/commerce/business preferred; or a post-matric qualification in sales/commerce/business
Experience	<p>5 years administration experience</p> <p>5 years sales experience</p> <p>2 years managerial experience added advantage</p>
Knowledge	<ul style="list-style-type: none"> • Demonstrates understanding of the features and benefits of Proudly South African's products and services and converses easily on the mandate of the Campaign. • Uses proficient knowledge of the marketplace to identify new business opportunities and potential threats. • Knowledge and understanding of the regulatory bodies functioning within the various industry sectors. • Displays original thinking and creative decisions in developing operational plans that are based on sound, systematic and well-defined process flow. • Knowledge of principles and systems related to certification and accreditation against conformance standards. • Knowledge of audit principles and processes. • A good understanding of the country's governing landscape and legislation governing preferential procurement. • Excellent computer skills.
Skills	<ul style="list-style-type: none"> • Compiles operational plans by anticipating possible future problems and opportunities. • Builds good relationships with a wide variety of people by displaying exceptional interpersonal skills. • Settles disputes equitably by finding common ground between the parties involved.

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| | <ul style="list-style-type: none">• Directs others effectively by establishing clear direction; setting stretching objectives; distributing the workload appropriately; laying out work in a well-planned and organised manner; maintaining two-way dialogue with subordinates on work and results.• Organising through the marshalling of resources (people, material, support) to get things done; and can orchestrate multiple activities at once to accomplish a goal.• Displays excellent problem solving, judgment and decision-making skills in meeting customer requirements/solving customer problems.• Has high levels of endurance and draws on personal resources to cope with difficulties, demonstrating willingness and stamina to make repeated efforts to overcome obstacles and/or to complete tasks.• Personal integrity – is trustworthy and conscientious and can be relied on to act and speak with consistency and honesty.• Skilled in acquiring and evaluating information and identifies need for data, obtains it from existing sources or creates them, and evaluates the relevance and accuracy thereof.• Excellent oral communication skills and makes clear and convincing oral presentations to individuals or groups; listens effectively; facilitates an open exchange of ideas and fosters an atmosphere of open communication.• Excellent problem-solving skills by identifying and analysing challenges; distinguishing between relevant and irrelevant information to make logical decisions; provide solutions to individual and organisational problems.• Excellent investigative and auditing skills.• Excellent written communication and expresses facts and ideas in writing in a clear, convincing and organised manner.• Excellent time-management. |
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