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| **Role title:** | Membership Services Coordinator | **Responsible to:** | Service Delivery Manager – AU & NZ |
| **Division:** | BD&E | **Department:** | International |
| **Direct Reports and Level:** | 0 direct reports | **Scope:** |  |
| **Scale:** | 0 People  0 Budget  0 income |
| **Regulated Function(s) Held:** | Yes/No |
| **Evaluation Level** | Core | **Role Family** |  |

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| **Overall Role Purpose** |
| Provide a high level of membership service to the Australian dental members. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational Leadership**   * Identify process improvement opportunities * Administer membership database | * Financial sustainability Vs plan * Financial performance Vs plan * Corporate Strategic priorities Vs plan * MPS engagement index Vs plan * MPS leadership index Vs plan * Council feedback. |
| **Financial**   * Work to retain existing members at risk of leaving * Report on potential new opportunities that arise out of day to day member support | * Member numbers Vs plan * Income Vs plan * Retention targets delivered Vs plan |
| **Member**   * Provide a high level of service to existing and potential members | * Member satisfaction scores * Colleague satisfaction scores |
| **People**   * Support the activities of the BDE with conference attendance | * Colleague satisfaction scores |
| **Risk**   * Compliance with MDANI/CAR requirements | * Audit outcomes |

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| **Responsibilities (RACI)** |
| Membership processing:   * Provide a professional and friendly member experience by responding to enquiries from existing and new members, and action requests relating to their membership in a timely manner. * Manage the processing of all membership applications, renewals, changes and queries in all systems * Based on assessment criteria, carry out or refer underwriting on behalf of MDA and/or MPS in the absence of the Membership Advisor * Update and manage the membership database to ensure DPL has an accurate local record of all members and policies * Manage the membership email and fax inbox and related workflow folders * Provide information and general insurance advice to existing and potential members on membership benefits and services, membership fees, categories and concessions and CPD events * Ensure all member correspondence is correctly electronically filed as per MDA National Insurance guidelines to ensure DPL has an efficient file management system in place and DPL is compliant when audited * Refer all calls/emails regarding clinical matters to the Dento-Legal consultants for assessment, ensuring all member queries are answered immediately * Manage and audit the communication with DPL UK regarding any changes to membership records to ensure an accurately maintained member database   Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |

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| **Key Governance Responsibilities** |
| * Nil |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Completion of Senior Secondary Certificate * Tier 2 Accreditation General Insurance (General Advice only) | * Ability to communicate clearly and professionally with members of the department, external stakeholders and with new and existing members * High level of customer relations skills gained through face to face situations and over the phone/email * Strong organisational and time management skills with a high degree of attention to detail * Ability to work well within a small team with a preparedness to accept additional tasks to help the team | * Previous experience in a customer focused role with an emphasis on providing exceptional service * Strong communication skills both written and verbal with an ability to communicate confidently over the phone and answer emails professionally * Previous experience in a customer service role within a contact centre/ office environment within a membership organisation or medical profession * Intermediate knowledge of Microsoft Office and Adobe Acrobat |
| **Desirable** | * Degree qualified |  | * Previous experience in a role within the insurance industry |