

Triathlon Ireland

# Membership Executive

## Job Description | 2021

### Job Purpose

The Membership Executive is a front-line customer services role within Triathlon Ireland. The role is a key role within the Operations Team and provides person-to-person support via telephone, email and other digital platforms to ensure our individual members, clubs, schools and universities and 200+ sanctioned events have the best possible experience of engaging with Triathlon Ireland.

The Membership Executive will also help drive Triathlon Ireland's ongoing commitment to an operationally efficient customer support model.

This role includes a high level of interaction with the triathlon community and therefore plays a key role in presenting Triathlon Ireland as a friendly, supportive and efficient membership organisation.

### Salary

**25K PER ANNUM | FULL TIME**

# Responsibilities

- Respond to and resolve telephone, email and other enquiries from members, and volunteers regarding membership, club and competition administration.
  - Monitor and report on telephone call and email volumes as well as types of queries, and identify and escalate issues to Operations Manager.
  - Manage the annual club affiliation renewals and ensure accurate processing of new and renewing club affiliation requests.
  - Ensure the membership system operates efficiently, issues are reported to and acted upon by our IT support partner and that enhancements are implemented in a timely and non-disruptive manner.
  - Identify where self-help online content can reduce inbound calls and emails, and assist in its creation through both Zendesk and the TI website.
  - Support on the development of self-help channels and drive a step change in their usage.
  - Ensure excellent customer service is provided through Triathlon Ireland's call desk, email support function and social media channel.
  - Support the roles of events, clubs and competitions as required.
  - Lead on sales calls and Membership Conversion projects.
  - Present a positive image of Triathlon Ireland (including its committees, volunteers and staff) and the sport of triathlon at all times.
  - Perform any other relevant duties as and when required by Triathlon Ireland.
  - Provide marketing activation support as required at key national events (weekend events).
  - Administrator for TI virtual racing programmes.
- This list is not to be regarded as exclusive or exhaustive, as there may be other reasonable duties and requirements associated with the post, which Triathlon Ireland may call upon the post-holder to perform from time to time.

# Reporting and Working Relationships

The Membership Executive reports directly to the Operations Manager and will be expected to establish effective working relationships with:

- **All other TI office staff.**
- **The officers of TI affiliated clubs.**

## Personnel Specification Attribute

### ↓ Essential

#### Educational & Professional Qualifications

A degree or 3<sup>RD</sup> level qualification. Or competency proven in a workplace setting.

#### Previous Experience

- Experience working in an administrative or customer service role.
- Experience of working as part of a team.

#### Knowledge

Knowledge of the principles of sports promotion and marketing, particularly related to diversity and encouraging women's participation in sport.

#### Skills

- Excellent inter- personal and communication skills.
- A high level of administrative and organisational skills, proficiency in Google for Work product suite is preferred.
- Competence in a self directed work environment.

### ↓ Desirable

Sports related degree. Qualified Triathlon Ireland Technical Coach/Delegate/Referee.

- 2+ years' experience in a sports administration role.
- Experience of working with sports clubs, coaches, officials and volunteers.
- Experience of working with key sporting partners.
- Experience of working with local government or education sectors.

Knowledge of the broader triathlon club and event framework. Demonstrate a general understanding of Triathlon in Ireland and globally.

To apply, please send CV and Cover Letter to [reception@triathlonireland.com](mailto:reception@triathlonireland.com) by 5pm on **Friday, 7<sup>TH</sup> of May 2021**.

Please include the **job title of the role** you are applying for in the subject line.

