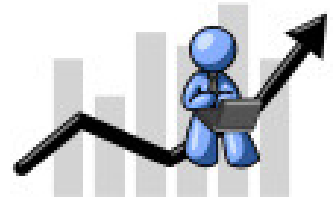


Position Description

Position Title	Member Services Support
Team	Records and Information Services
Division	Member Central
Reports to	Manager Records & Information Services
Job Stream	Support / Operational
Employment Status	Temporary full-time – 12 months



Purpose of the division

Positioning QLS as an outstanding membership organisation which is relevant and critical to our members' success.

Purpose of the position

To provide accurate membership records and respond to member enquiries. This role also provides information to support our business units.

This position is vital in supporting the following critical success factors of the division

- Increased positive member perception of value and relevance
- Understanding and responding to the needs and wants of members
- Increased member engagement in QLS
- Issuing of Practising Certificates and Insurance Levies
- Maintaining accurate databases

Key Accountabilities

1. Assist in maintaining the membership records database in order to ensure records are accurate and up-to-date.
2. Assist with the issuing of practising certificates in order to provide an effective and efficient member service.
3. Assist with handling enquiries regarding member record information in order to provide an effective and efficient member and client service.
4. Manage and administer the Continuing Professional Development (CPD) scheme.
5. Photocopying and filing of all member correspondence to ensure all correspondence is tracked and easily locatable if required.
6. Sorting the daily mail for distribution and postage in order to ensure that all mail within the Records team is sent and received.

Key Communications

- Manager Records and Information (direct report, provide administrative support);
- Records and Information team (provide administrative support).

Freedom to Act

- Decision making is undertaken within established procedures, methods, techniques or processes and is regularly supervised.

Position Challenges

- Use of customised office technology.

Competencies

- A minimum of two years' experience in a customer service role with strong administration skills
- Ability to learn new information quickly, such as acquiring knowledge of the Legal Profession Act and Rules relevant to practising certificates.
- Accurate data entry skills
- Excellent customer service skills to respond efficiently to members' enquiries
- Sound level written and verbal communication skills.
- Demonstrated self- management skills.
- Sound abilities in the use of modern office technology and the Microsoft Office Suite.

Position Impact

Direct reports: Nil
Budget: Nil

Team Structure

