

Job Description

JOB TITLE:

Member Services Officer

SUMMARY OF OBJECTIVES:

PASMA, (Prefabricated Access Suppliers' and Manufacturers' Association) is the lead industry body and trade association for access towers in the UK and internationally. Established some 50 years ago, the association has experienced substantial growth, particularly in the last 10 years, and is now widely recognised as the authority in its industry sector.

This is a key position within the organisation and in the future development of PASMA and the service it provides to members, approved training centres and client organisations.

The role is to effectively carry out all aspects of administrative support for Member Services and the various Councils and Committees managed by the Association.

A key objective will be to participate in and to foster a culture of continuous improvement in the provision of PASMA services.

DUTIES & RESPONSIBILITIES:

Dealing with incoming and outgoing telephone calls, recording all calls accurately
Sorting the mail (incoming and outgoing)

General administration duties including filing / photocopying / scanning

Responding to email correspondence ensuring that members receive a high level of customer service and that all enquiries are responded to promptly and courteously

Maintain and implement effective and efficient systems to process training centre registration applications

Maintain and implement effective and efficient systems for the production, delivery and control of training photo-cards and certificates

Ensure that all orders, enquiries and queries are processed and resolved promptly and efficiently

Assist and support association members, training centres and prospective members and training centres

Maintain and update accurate membership, training centre and contact databases

Liaise with and assist the Head of Finance in resolving any accounts issues and raising invoices

Maintain and replenish stock as required

Learn how to cover for colleagues in order that you learn how all aspects of the department work

REPORTING TO:

Head of Member Services, Recruitment and Retention

WORKING HOURS:

Part Time (home working initially due to Covid-19)
Maternity cover
16 hours per week (Monday to Friday)
Flexible Working Hours

SALARY:

Negotiable
PASMA is a "Glasgow Living Wage" Employer

BENEFITS / REWARD PACKAGE (on completion of probation):

Flexible working within core rota
The role has a view to permanency

START DATE:

To be confirmed with selected applicant

CLOSING DATE:

TBC