



POSITION DESCRIPTION

Portfolio: Member Services Board Associate

Date last reviewed: July 2018

Overview of Portfolio

The Member Services Board Associate will provide essential services to SGLBA members and the Board. In particular, the role will maintain the SGLBA's internal CRM and administer elements of benefits and services available to SGLBA members.

Desired Qualities

- High interpersonal skills and good nature
- Exceptional written and verbal communication skills
- Work in a proactive, engaged, consultative manner at all times
- Work successfully in both team, and independent environments
- Work within interest of SGLBA members, partners and sponsors at all times
- Highly efficient, organised, and delivers to deadline
- High level of discretion
- Take responsibility for development and delivery of proposals with high engagement of all stakeholders
- Experience with Salesforce desirable but not essential

Key job objectives (see 'Responsibilities' for detailed summary);

1. Salesforce Administration
2. SGLBA Record Keeping & Data Management
3. Networker & Business Member Services
4. Partner Services

RESPONSIBILITIES

Tasks	Description	Timeline
Salesforce Administration	<ul style="list-style-type: none">● Reconcile failed financial transactions● Update member details● Assist Memberships Director as required● Run reports as directed● Administer regular monthly member reports	3 hours per month
SGLBA Record Keeping & Data Management	<ul style="list-style-type: none">● Entry of event attendance and member activity in Salesforce● Ensure data is managed effectively and efficiently	3 hours per month
Networker & Business Member Services	<ul style="list-style-type: none">● Ensure all Business Landing Pages are current and maximised in consultation with the Media & Communications Team● Build Business Member profiles in Salesforce	2 hours per month
Partner Services	<ul style="list-style-type: none">● Validate member details for partner events● Assist in the delivery of partner services and events	2 hours per month