

**Job Description**

**Title: Membership Services Executive**

**Reporting To: Membership Team Leader**

**Core Functions:**

Deliver excellent customer service to Repak member accounts, focussing primarily on:

* Account management with cross departmental support within the Membership Management Team.
* To deliver agreed Departmental KPI’s.
* Statistical Management and training of members.
* Database Management, including invoicing, annual certification and comms.

**Responsibilities:**

* Working with the wider Membership Management team with responsibility for member accounts, statistical data reports and invoicing.
* Responsibility for daily duties including some data entry, issuing standard letters, sending out email merges, e-mail/phone reminders to members (e.g. fee rebate, statistics, P.O’s, bank details, deadlines, etc.)
* Assist members with reporting queries. data-checking of members returns to identify and resolve reporting inconsistencies.
* Training of members on completion of Statistical Return Form through individual training and provision of tutorial sessions.
* Assistance with the general membership database.
* Any other reasonable duties or ad-hoc projects needed to enable the department to meet and exceed its’ and the company’ annual targets. (e.g. Member awards, member communications, recruitment, membership database management).
* Carry out of other duties and responsibilities as directed by the Membership Management Manager and/or the Chief Executive from time to time.

**Skills:**

**Essential**

* A minimum of 3 to 5 years’ experience in a similar role is essential.
* Excellent communication skills and demonstrates the ability to deal with internal and external stakeholders at all levels.
* Experience onboarding new clients or customers.
* Strong numerical and analytical skills.
* Strong people skills.

**Desirable**

* Knowledge and understanding of working in a not for profit membership based organisation.
* Familiar with the Repak packaging statistical returns process for packaging.
* Good knowledge of commercial waste management best practices.
* Understands current packaging sustainability trends and their impact.
* Third level qualification i.e. a degree/diploma is desirable.
* Experience using CRM and Microsoft Office and Power Apps.
* Experience with EU Regulations an advantage.

A competitive remuneration package is on offer, commensurate with qualifications and experience.

Applications, including detailed CV’s, should be submitted by email to careers@repak.ie by close of business Friday 12th April 2024.

**Web: www.repak.ie**

***Repak Ltd. is an equal opportunities employer***