

## THE CHARTERED INSTITUTION OF HIGHWAYS AND TRANSPORTATION

<b>Job Title:</b>
Membership Assistant
<b>Reports to:</b>
Membership Manager
<b>Job Purpose</b>
<ul style="list-style-type: none"><li>• To input and maintain member data, including regular cleansing of database records</li><li>• To provide information in response to membership enquiries</li><li>• To contribute to membership recruitment and retention activities</li><li>• To lead on day-to-day engagement with young professionals i.e. students, apprentices and graduates</li></ul>
<b>Key Contacts</b>
Internal: Others in the Membership team, Education team, Database Manager External: Membership Applications Panel, Regional Officers, CIHT Partner organisations
<b>Key Responsibilities</b>
<ul style="list-style-type: none"><li>• To input new membership data and update existing data on the Protech database</li><li>• To carry out regular data cleansing of member records</li><li>• To process student, apprentice and graduate membership applications and assist with applications for other membership grades</li><li>• To work with the Membership Marketing Advisor and Communications team to create and deliver messages designed to strengthen engagement with young professionals</li><li>• To provide cover for the Membership Officer in relation to new membership applications and applications to transfer membership grade</li><li>• To process and monitor membership subscription payments</li><li>• To send membership and qualifications information in response to enquiries</li><li>• To assist with the annual subscription renewal process with particular regard to reinstatements and transfers to the temporary or retired rate</li><li>• To attend events as required to promote membership</li><li>• To assist with the administration of CIHT's professional qualifications at busy times</li><li>• To undertake other duties commensurate with the post as required by the Institution.</li></ul>
<b>Person specification</b>
<i>Essential</i> <ul style="list-style-type: none"><li>• Good level of general education</li><li>• Good spoken and written English</li><li>• Experience of working in a busy office environment</li><li>• Positive, proactive and flexible approach</li><li>• Experience of working with a CRM</li></ul>
<b>Skills and competencies</b>
<ul style="list-style-type: none"><li>• Good organisational, interpersonal and communication skills</li><li>• Ability to work with confidential information appropriately</li><li>• Ability to work constructively and productively as part of a busy team</li><li>• Excellent customer service skills</li><li>• Good working knowledge of Word, Excel, Powerpoint and Outlook</li><li>• Keen eye for detail and accuracy</li></ul>

March 2019