



Sporting Shooters' Association of Australia Inc.

Membership and Merchandise Officer Job Description

1. Introduction

The following is a job description for the SSAA Inc Merchandise and Membership Officer. The duties listed describe the essential responsibilities but are not limited to those listed.

Your ability to perform the expected attributes and duties will be reviewed annually by the Manager Membership and Merchandise.

If you believe you have any issues fulfilling any of the attributes and/or duties during your employment, you should speak to the Manager Membership and Merchandise.

2. Role overview

The Membership and Merchandise Officer is required to:

- a. Answer telephone calls in a prompt and professional manner
- b. Process membership applications and renewals of membership
- c. Maintain membership database
- d. Process month end reports and export information
- e. Process, pack and ship merchandise orders
- f. Perform other general office duties as requested.

3. Responsible

The position is immediately responsible to the Manager Membership and Merchandise.

4. Required attributes

The following are the required attributes for the Membership and Merchandise Officer position:

- a. a good level of literacy
- b. a high level of organisational skills
- c. the ability to communicate in a clear and professional manner via the telephone
- d. competent computer and software skills
- e. knowledge of the SSAA's services
- f. the ability to follow instructions and work in a team environment as well as independently when required.

5. Duties

The following are the typical skills/duties required of the Membership and Merchandise Officer:

- Answer telephone calls in a prompt and professional manner
 - Assist with member queries
 - Resolve concerns or complaints raised by member
- Process membership applications and renewals of membership
 - Data entry
 - Importing data from various sources
 - Create, balance and post batches (optional)
- Maintain membership database
 - Process change of address and or change in member details
 - Contact members to resolve returned mail issues
 - Quality control on membership database
- Month-end reporting and exporting of information
 - Run month end reports to update and maintain membership database
 - Run monthly export process
 - Run membership card run
 - Run membership reporting process
 - Run *Hunter* reports
- Process, pack and ship merchandise orders
 - Assist with stock control
 - Receive, count and put away stock received
 - Maintain postage and packing supplies
 - Create, balance and post batches (optional)
- Other general office duties
 - Open and sort incoming mail and prepare outgoing mail
 - Prepare banking
 - Respond to emails from members
- Willingness to perform any other duties as reasonably requested by the Manager Membership and Merchandise.