



Position Description

Member Services Officer, Member Services

Member Engagement & Support | Member Support Centre | Clerks – Private Sector Award 2010: Level 2

ABOUT THE RACP	The Royal Australasian College of Physicians ('RACP') connects, represents, and trains specialists from a number of specialities across Australia and Aotearoa New Zealand. The RACP provides services to support the delivery of training, continuing professional development, and health policy and advocacy to medical health professionals.
POSITION PURPOSE	The Member Engagement & Support (MES) team has a strong outward, member facing focus with the primary aim of enhancing the membership experience for RACP members. The MES team develops and fosters positive relationships between the RACP and the membership across Australasia. Member Services has a strong outward – member facing – focus with the primary aim of enhancing the membership experience. This role sits within the Member Support Centre which is one of the main functions of the Member Services Unit team and the main contact point for members and the general public. Operating hours are currently 8:30am to 5:30pm, Monday to Friday, however this may change in 2025 to 7am to 7pm, Monday to Friday. The Member Services Officer is responsible for positively influencing the member's experience by offering a high level of customer service through the provision of information, promotion of College products and assistance to Fellows, Trainees, potential new members, the general public and other stakeholders who make contact with the College.
KEY ACCOUNTABILITIES	- Provide high quality customer service to members and the general public within the context of the Member Support Centre across three channels (phone, WebChat and email) - Be an example of the behaviours and practises outlined in the College's Service Standards, and exemplify the standards of the Contact Centre - Respond to enquiries, complaints, feedback and compliments received via a wide range of channels in a professional, courteous, knowledgeable and timely manner - Maintain awareness of College events and activities, as well as products and service offerings to members - Be a knowledgeable resource for internal enquiries and assistance - Record all customer interaction within the College CRM. - Undertake any ad-hoc administrative tasks as required. - Ensure that knowledge sharing is maintained between the Member Support Centre and key internal stakeholders. - Support team members to ensure workloads are evenly distributed

	- Any other tasks or responsibilities as and when required to support the Senior Member Services Officer, Team Leader, Manager Member Service or Executive General Manager, Member Engagement & Support in their roles and in order to achieve the College's strategic aims.
COMPLEXITIES	- Ensuring queries are answered or passed onto the correct team - Supporting members through their career from training, practising as a specialist to retirement - Multiple systems to work with - Multiple internal stakeholder relationships - Required knowledge of multiple college activities and timelines
ROLE DIMENSIONS	Reporting Line: Senior Member Services Officer OR Member Support Centre Team Leader Direct Reports: N/A Team Reports: N/A
COMPETENCIES	- Action Oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm - Manages Ambiguity: Operating effectively, even when things are not certain or the way forward is not clear - Communicates Effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences - Customer Focus: Building strong customer relationships and delivering customer-centric solutions - Being Resilient: Rebounding from setbacks and adversity when facing difficult situations - Situational Adaptability: Adapting approach and demeanour in real time to match the shifting demands of different situations - Instils Trust: Gaining the confidence and trust of others through honest, integrity, and authenticity - Optimizes Work Processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement - Demonstrates Self Awareness: Using a combination of feedback and reflection to gain productive insight into personal strengths and weaknesses - Interpersonal Savvy: Relating openly and comfortably with diverse groups of people - Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
EXPERIENCE	Essential - 2+ years' experience in a call centre/customer service environment managing telephones, email and chat channels - Experience working with databases and the effective use of CRM software - Demonstrated ability to develop and manage relationships with a diverse customer base - Excellent verbal and written communication skills

	- Excellent interpersonal and people skills - Can work well under pressure - Conflict resolution - Ability to wok a rotating roster from 8:30am to 5:30pm, Monday to Friday, with the possibility of change in operating hours from 7am to 7pm. IT Capabilities: Microsoft Office Suite, SharePoint and video/teleconferencing platforms Desired - Experience in a member-based organisation - Experience in a medical/health organisation
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We are Accountable We act with integrity, taking responsibility for actions and outcomes.	We Collaborate We share information, foster participation, and build relationships for common goals.	We Indigenise and Decolonise We partner, resource and embed Indigenous knowledge and ways to accelerate culturally safe change, to achieve equitable Indigenous futures.	We Lead the way We reflect, adapt and learn in delivering best practice.	We are Respectful We recognise our rich diversity and value each other's needs and contributions.
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