

## International Society of Ultrasound in Obstetrics and Gynecology

### **Job Description: Membership and Customer Services Officer**

<b>Responsible to:</b>	Membership and Customer Services Coordinator
<b>Staff liaisons:</b>	All members of the Event and Operations teams, Membership Manager, Director of Communications, Engagement and Marketing, Finance Manager
<b>Status:</b>	Permanent, 5 days (37.5 hours) per week
<b>Salary:</b>	£25,000-28,000 per annum dependent on experience, plus benefits
<b>Location:</b>	This role is based from ISUOG House, 122 Freston Road, London, W10 6TR. From 1st September 2021, a hybrid working arrangement is in place, subject to review after one year. The post holder must work from ISUOG House for a minimum of two days each week, subject to any COVID restrictions in place.

### **Job context**

The International Society of Ultrasound in Obstetrics and Gynecology (ISUOG) is a highly respected professional membership organisation across 140 countries, comprised primarily of clinicians who are ultrasound experts in the field of obstetrics and gynecology. The Society includes obstetricians and gynecologists, trainees, medical doctors, scientists, sonographers, midwives and other health professionals who work to advance women's health and wellbeing globally. Our mission is to improve women's health through the provision, advancement and dissemination of the highest quality education, standards and research information around ultrasound in obstetrics and gynecology. This is achieved through education and training, programmatic initiatives and advocacy.

You will support the delivery of high quality effective customer service and day to day administration of the Society's membership, event delegates, abstract submitters and suppliers, where necessary, to support the Society's operations team and customer relationship management system and processes. You and the team are always working to improve our offerings and services to all our members across the globe. The role supports the delivery of ISUOG's World Congress and event programmes requiring effective data management skills, a good eye for detail and a desire to offer exemplary customer service.

### **Job purpose**

1. To provide a high-level customer service and high quality data management.
2. To act as a first point of contact with the Society.
3. To support membership queries and administration using the Society's customer relationship management system and associated member services.
4. To support delegate services for the World Congress and other events.
5. To support abstract submission services for the Society's annual World Congress.
6. To work with the Membership Manager to ensure effective customer communication.
7. To support other projects as required.

### **Main duties and responsibilities**

#### **1. Quality assurance**

- Maintaining quality of, and prioritisation of own workload on a day-to-day basis, in line with the team's deadlines and standards
- Constantly improve the quality of service for ISUOG members and other stakeholders
- Deliver the highest level of customer service and support to stakeholders (delegates, faculty, members, suppliers, etc.)

- Provision of accurate reporting data and analytics as required according to responsibilities
- Management of general inboxes relating to membership, event registration and the congress programme in accordance with organisation SLA

## 2. Membership support to include

- Accurate processing of data in the CRM including membership fulfilment, database management and reconciliations
- Accurate management of data in the Customer Relationship Management systems.
- Membership data cleaning
- Payment processing and reconciliations for membership renewals and upgrades
- Communication with members to resolve questions and issues
- Supporting general office administration relating to member services including communication with suppliers/contractors as necessary

## 3. Event support, including ISUOG's World Congress and Symposia, to include

- High quality registration and customer services for ISUOG events
- Administration of the abstract submission workflow including publication process for the World Congress
- Supporting the Congress invited faculty process
- Accommodation and travel bookings for invited faculty attending ISUOG events
- Supporting speaker management services
- Accurate management of data in the event and abstract management systems
- Payment processing and reconciliations for event attendance
- Communication with delegates and authors
- Leading on the creation of the online registration forms for ISUOG Education and Basic Training courses
- ISUOG Basic Training satellite registration and communication with organisers
- Assistance with preparation of materials for onsite events

## 4. Systems

- Updating and maintaining relevant areas of the Society's website
- Testing of online systems used within areas of responsibility
- Providing administrative support to event systems development projects

## 5. General:

- Compliance with data protection guidelines, GDPR and ISUOG policies;
- Development of positive relationships with all stakeholders, internal and external;
- Performance of other duties as necessary, which are reasonable, to meet the needs of the organisation;
- Commitment to the organisations aims and values.

*This job description is not necessarily an exhaustive list of duties and reflects a range of duties the post-holder is expected to perform. The job description will be reviewed regularly and may be changed in light of experience and in consultation with the post-holder.*

## Person specification

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>▪ Good first degree (2:1 preferred)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Further qualification in operations, data, CRM or systems management</li> </ul>

<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ At least two years of relevant work experience</li> <li>▪ Customer relationship management</li> <li>▪ Customer Service</li> <li>▪ Organising own workload</li> <li>▪ Good working knowledge of customer / online systems</li> <li>▪ Data management</li> <li>▪ Office administration</li> <li>▪ CRM systems</li> </ul>	<ul style="list-style-type: none"> <li>▪ Event management systems</li> <li>▪ Abstract management systems</li> <li>▪ Working with medical professionals</li> <li>▪ Data analysis</li> <li>▪ Experience outside UK</li> </ul>
<b>Knowledge &amp; skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent communication and customer service skills</li> <li>▪ Proven organisational skills</li> <li>▪ Ability to plan effectively</li> <li>▪ High computer literacy and technical competency</li> <li>▪ Advanced use of MS Office suite of products, especially Excel</li> <li>▪ Ability to analyse and report on data and activities</li> <li>▪ Working knowledge of websites and databases</li> <li>▪ Ability to work to deadlines</li> <li>▪ Excellent English language skills (for example proof reading)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Familiar with data protection standards and best practice, including GDPR</li> <li>▪ Other languages</li> <li>▪ Understanding of promotion and marketing principles</li> <li>▪ Good PowerPoint competency</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>▪ Meticulous accuracy and attention to detail</li> <li>▪ Practical and hands on</li> <li>▪ Positive and enthusiastic</li> <li>▪ Initiative and common sense</li> <li>▪ Ability to work on own as well as within a team</li> </ul>	
<b>Motivation &amp; expectations</b>	<ul style="list-style-type: none"> <li>▪ Solution focused</li> <li>▪ Self-starter</li> <li>▪ Desire to contribute to the organisations mission</li> <li>▪ Willingness to learn</li> <li>▪ Flexibility to varying workload</li> <li>▪ Desire to take responsibility and develop in the role</li> </ul>	