



TRIATHLON IRELAND
Unit E2, Glencormack Business Park
Kilmacanogue,
Co. Wicklow,
Ireland
Web: www.triathlonireland.com
Phone: +353 (0) 1 274 1032

Membership Executive

About Triathlon Ireland

Triathlon Ireland (TI) is the all-island National Governing Body for Triathlon, Duathlon and Aquathlon, as recognised by the Irish Sports Council and Sport NI. TI is responsible of promoting, encouraging and advancing the sport of triathlon at all levels throughout Ireland.

The TI offices are currently located in Kilmacanogue Co. Wicklow, although it is hoped that we can move to Sports Campus in Abbottstown, Dublin later in 2017.

Standard office hours are Monday to Friday 9am – 5.30pm, and some out of hours work may be required. As such, flexibility in working hours will be required from and will be extended to the suitable applicant.

The position will be offered on a full-time basis as agreed with the successful applicant. Expected start date is Monday 26th August, 2017.

Job Purpose

The Membership Executive is a front-line customer services role within Triathlon Ireland. The role is a key role within the Operations Team and provides person-to-person support via telephone and email to ensure our 12,000 individual members, 89 clubs, schools and universities and 200+ sanctioned events have the best possible experience of Triathlon Ireland as an organisation.

The Membership Executive will also help drive Triathlon Ireland's ongoing commitment to an operationally efficient customer support model.

This role includes a high level of interaction with the triathlon community and therefore plays a key role in presenting Triathlon Ireland as a friendly, supportive and efficient membership organisation.

Responsibilities

- Respond to and resolve telephone, email and other written enquiries from members and volunteers regarding membership, club and competition administration.
- Monitor and report on telephone call and email volumes as well as types of queries, and identify and escalate issues to Operations Director
- Preparation and issuing of membership cards
- Identify where self-help online content can reduce inbound calls and emails, and assist in its creation.
- Support on the development of self-help channels and drive a step change in their usage.
- Help to optimise customer journeys for both individual and club users.
- Support the roles of membership, clubs and competitions as required.

- Lead on sales calls and administration of Tri Heroes Schools Programme
- Order, track and distribute TI kit for staff/board.
- Present a positive image of Triathlon Ireland (including its committees, volunteers and staff) and the sport of triathlon at all times.
- Perform any other relevant duties as and when required by Triathlon Ireland.

This list is not to be regarded as exclusive or exhaustive, as there may be other reasonable duties and requirements associated with the post, which Triathlon Ireland may call upon the post-holder to perform from time to time.

Person Specification

Essential:

- Customer-centric 'people person' with excellent written customer service skills as well as a confident and friendly telephone manner.
- Ability to deal efficiently and calmly with high volumes of work at peak times.
- Comfortable working with technology, especially standard office systems.
- Strong attention to detail.
- Ability to integrate and contribute to a dedicated, supportive and friendly team.
- Flexibility and a willingness to undertake a wide range of duties.
- Good team worker.
- Highly motivated with a can-do attitude and willingness to take on new challenges.
- An innovative mindset and an ability to challenge the status quo.
- Experience of a membership sales or general sales environment.

Desirable:

- Experience of working within customer services or sport or a national governing body, sports league, sports brand or similar.
- Knowledge of the sport of triathlon, the club scene and our competition structure.
- Experience and interest in insight and analytics.
- Experience in working with Customer Relationship Management systems

Reporting and Working Relationships

The Membership Executive reports directly to the Operations Director and will be expected to establish effective working relationships with:

- All other TI office staff
- The officers of TI affiliated clubs
- The TI Board

Remuneration

A total salary for the position in the range of €23-25k p.a will be offered to the successful applicant.