



## Cycling Ireland Seeks Membership Officer

Cycling Ireland (CI) is the National Governing Body for cycling across the island of Ireland. Cycling is recognised as a priority sport within the National Sports Policy and is one of Ireland's most popular sporting activities with over half a million people cycling weekly.

Cycling Ireland is seeking to recruit a full-time **Membership Officer** to support our growing membership and provide best in class levels of a customer service.

### The Role

The Membership Officer will provide administrative support within the membership department, including supporting members, clubs and event promoters and responding to a range of queries. The post holder will report to the Membership Coordinator.

### Responsibilities will include:

- Responsible for answering the phone, greeting callers, establishing reason for calling, and resolving issue directly or by contacting appropriate person that can help.
- Responsible for managing the 'contact us' email support function, responding to queries directly or directing to the relevant person.
- Support the Membership Coordinator with the implementation and operation of a customer service solution/crm system.
- Effectively manage the annual membership and club affiliation renewal process for 26,000+ members and 500 clubs.
- Ensure the membership & events system operates efficiently, issues are reported to and acted upon by our IT support partner and that enhancements are implemented in a timely and non-disruptive manner.
- Contribute to the development of Cycling Ireland's membership offering. Enhancing current membership products and services and developing new products and services to grow membership and improve satisfaction levels.
- Manage the creation and procurement of membership collateral and ensure that it is delivered in a timely and cost-effective manner to service the needs of members
- Develop a full understanding of the event application process and support the Events Officer with the set up and opening of event entries on the Cycling Ireland system
- Maintain an understanding of CI Technical Rules and be able to assist members and event organisers in the interpretation and implementation of same
- Assist with the organisation of members focused events including the Annual General Meeting.
- Provide other administrative support as required from time to time to ensure the membership function and wider organisation operates efficiently and effectively.



### Knowledge & Experience

- 2+ years' experience in a similar administration role/s, preferably within a sporting context
- A recognised appropriate third level qualification or equivalent professional qualification is desirable
- Excellent written and verbal communication skills
- Excellent IT skills and an understanding of IT systems particularly membership or event systems in desirable
- High standard of attention to detail
- An ability to use own initiative and work as part of a small but dedicated team
- Be eligible to work in Ireland on a full-time basis
- An understanding of the sporting and/or cycling landscape is desirable

### Remuneration and Location

Remuneration will be dependent on experience and skills relevant to this job description. The post is full-time at 39 hours per week (0900-5.30pm) with a performance review after six months. The office is located on the Sport Ireland Campus, Blanchardstown.

The successful candidate will enjoy excellent company benefits including:

- Group Pension contribution
- Free Membership of Cycling Ireland
- Free parking
- 25 days holiday (not including Bank Holiday's)
- Hybrid working arrangements (agreed with manager)

### How to apply

When applying by email, please provide a letter of introduction detailing your skills and experience relevant to the role and your Curriculum Vitae outlining your skills and work experience not later than Sunday the 8<sup>th</sup> January 2023 to [Myra.McGlynn@cyclingireland.ie](mailto:Myra.McGlynn@cyclingireland.ie).

Appointment will be made subject to satisfactory:

- Garda Vetting
- Access NI Vetting
- Reference Checking Procedures

*Cycling Ireland is an equal opportunity employer, celebrating diversity and championing inclusivity. If you require any reasonable accommodations to assist you in participating in the employee selection process, please simply let us know. We heartily encourage all interested parties to apply.*