

**Position Profile** | STONZ Support Team Membership Administrator / Accounts Clerk

<b>Reporting to:</b>	STONZ Executive Director
<b>Reports:</b>	No direct reports
<b>Team:</b>	STONZ Support Team
<b>Status:</b>	Part Time (22.5 Hours Per week)
<b>Location:</b>	Christchurch. Time of work is negotiable anytime Monday to Friday.
<b>Date:</b>	April 2024
<b>Purpose:</b>	The role of the Support Team Membership Administrator / Accounts Clerk is to provide excellent customer service and support to STONZ members, manage the membership database, processing of transactions in XERO and the BNZ banking platform.

**1 Key Responsibilities**

<b>Membership</b>	<ul style="list-style-type: none"> <li>▪ Provide an excellent customer service experience for current, new &amp; prospective members.</li> <li>▪ Accept and process new membership registrations.</li> <li>▪ Send out welcome documentation.</li> <li>▪ Liaise with current and new members about their membership.</li> <li>▪ Respond to simple queries around union membership and escalate industrial matters to RMO Advisor and/or Executive.</li> <li>▪ Maintain the accuracy of the membership database.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ Support the distribution of approved member communication.</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>▪ Be the XERO &amp; Friendly Manager (membership database) expert within the team.</li> <li>▪ Manage the invoicing process for current and new members including the issuing of receipts and management of approved payment plans.</li> <li>▪ Receive and reconcile invoice payments.</li> <li>▪ Manage accounts payable receivable along with credit card reconciliations.</li> <li>▪ Manage aged receivables in line with membership policy.</li> <li>▪ Process payments and expense claims.</li> <li>▪ Be the main point of contact for STONZ Banking.</li> <li>▪ Support the annual end of year financial &amp; review processes.</li> <li>▪ Liaise with Accountant &amp; Auditors as required.</li> </ul>

<b>Reporting</b>	<ul style="list-style-type: none"> <li>▪ Assist the Treasurer with any data they may need to prepare the financial reports for the AGM.</li> <li>▪ Complete regular monthly reporting (for both internal and external stakeholders)</li> <li>▪ Assist auditors with any data they may need to complete the annual auditing process.</li> </ul>
<b>Delegates</b>	<ul style="list-style-type: none"> <li>▪ Help maintain and support a regional RMO delegate network alongside the RMO Coordinator.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ Support event management as needed.</li> <li>▪ Support the team with other administration duties as required.</li> </ul>

## 2 Key Performance Indicators

- All new members have welcome pack and Invoice sent within 72 hours of registration.
- 100% of renewal invoices issued during the renewal month.
- 95% of invoices (not on a payment plan) paid within 14 days, with remaining 5% actively managed towards payment/exit.
- First payment received on approved payment plans within 14 days, ongoing monthly monitoring for compliance, with follow-up as needed.
- All member enquiries responded to within 72 hours of receipt.

## 3 Relationships

### Internal

Key points of contact	Nature of the contact
Executive Team Support Team Delegates RMOs/Members	Email, Phone Calls and face to face

### External

Key points of contact	Nature of the contact
RMOs	<ul style="list-style-type: none"> <li>▪ Membership care</li> </ul>
Te Whatu Ora / Health New Zealand	<ul style="list-style-type: none"> <li>▪ Email, phone calls – relationship management</li> </ul>
Agencies and Consultants	<ul style="list-style-type: none"> <li>▪ Liaise with regarding services/invoicing</li> </ul>

Banks, Insurance and Financial Institutions	▪ Liaise with regarding services/invoicing
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**4 Organisation Chart**

