

Membership Registrar

The Membership Registrar is responsible for managing and maintaining membership records, addressing membership-related inquiries, and ensuring the smooth operation of membership processes. This role involves working with the Sport80 platform, handling complimentary memberships, and providing membership data to board members as needed.

Roles and Responsibilities

- **Membership Inquiries:**
 - Respond to membership-related questions via email and Zendesk
 - Escalate complex membership issues to the Sport80 team when necessary.
- **Membership Management:**
 - Amend member records within the Sport80 platform, including updates to address, division, home nation, and email.
 - Issue complimentary memberships to eligible individuals such as serving officers, head coaches, board members, and coaching course participants.
 - Verify international lifters and coaches through goodlift nominations to ensure current membership status.
- **Data Provision:**
 - Provide membership data from Sport80 to board members upon request.
- **Platform Navigation:**
 - Develop proficiency in navigating the Sport80 platform and utilize the Sport80 knowledge base for troubleshooting and guidance.
 - Familiarize with specific tasks such as changing home nation and adding membership accounts.
- **Coaching Course Memberships:**
 - Manage the process of issuing free BP memberships to coaching course participants.
 - Monitor and update the Google Sheet tracking coaching course membership applications and deferred memberships.
- **Refunds and Exceptions:**

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- Handle membership refund requests in accordance with organizational policies.
- Coordinate with the board regarding the continuation of refund agreements with the Irish Powerlifting Federation.

Qualifications

- Experience with customer service and handling inquiries via email and support platforms like Zendesk.
- Proficiency in using membership management systems, preferably Sport80.
- Strong organizational skills and attention to detail.
- Ability to work independently and collaboratively with board members and other stakeholders.
- Familiarity with Google Sheets and data tracking.

Additional Information:

- The role may require occasional assistance with navigating the Sport80 platform, and support is available as needed.
- The position involves maintaining confidentiality and integrity in handling membership data.

Interested individuals should submit an application, including details of their qualifications and a statement outlining their relevant experience to charlie.marillier@britishpowerlifting.org