



## POSITION PROFILE:

November 2007

### Job Title

Membership Administrator

### Position Purpose and Profile

The Green Building Council of South Africa (GBCSA) is looking for a Membership Administrator to administer the membership base. Green building (energy-efficient, resource-efficient and environmentally responsible building) is a rapidly growing global trend and GBC's worldwide are at the forefront of promoting this. The GBCSA is a recently established non-profit organisation backed by SAPOA and some of the biggest names in the property industry. A high level Board, dynamic management team and close ties with the World GBC and the GBC of Australia are enabling us to fast track the process.

The main functions of the GBCSA will be to:

1. Promote and raise awareness of green building,
2. Make knowledge and resources available to assist those that want to implement green building,
3. Provide green building education, and
4. Establish a green building rating system for South Africa

The GBCSA will be a membership-based organization which will derive its revenue from membership fees, sponsorships, events, training courses, and green building assessments.

Initially the GBCSA will consist of a small core team of:

- CEO – to oversee GBCSA operations,
- PA – to assist all senior management,
- Technical Manager – to develop and manage the Rating Tool, Knowledge Hub and related activities,
- Marketing, Membership & Events Manager – to manage the communication with the public, membership base and other stakeholders and coordinate events, and
- Membership Administrator – to manage membership administration, queries and basic bookkeeping function.

It is anticipated that this team will grow fairly quickly as the GBCSA gathers momentum. However, a great deal of council work will be carried out by volunteer committees/ working groups or paid consultants, where necessary. There GBCSA team will need to manage and coordinate these committees/working groups and consultants.

The Membership Administrator will be a key member of the team as the council launches for general membership and begins to grow a membership base. The members will ultimately become the GBCSA's most valuable asset – so strong support systems and a passion for customer service will need to ensure that all interaction and communication with current and potential members is of the highest standard.

This is an opportunity to take up a high profile position in a dynamic organisation at the

forefront of global property trends and at the forefront of the battle against climate change.

## Reports to

Membership, Marketing & Events Manager / CEO

## Principal Duties and Responsibilities

### Membership Services

- Assist in the compilation and implementation of a membership strategy to attract and retain members
- Respond to all member queries, telephone or email (or pass on the query and ensure the relevant person responds)
- Process membership applications
- Ensure all members are invoiced for their annual subscriptions
- Ensure all members receive updated membership information packs
- Follow up payment of annual member subscriptions
- Ensure membership renewal letters are issued and followed up
- Process member payments and ensure receipts are issued
- Build and manage relationships with all members

### CRM Database

- Ensure the membership database is accurate and up-to-date
- Together with the Membership, Marketing & Events Manager, develop the membership database into an efficient and effective CRM system
- Liaise with members on all issues relating to their membership
- Track membership growth and diversity

### Events

- Assist in the organization and coordination of GBCSA events, including processing of registrations, invoicing and payments
- Attend GBCSA events where necessary

### Committee Coordination

- Coordinate the logistics of committee/working group meetings

### Other

- Assist with updating the Membership sections of the website and e-newsletter
- Financial reporting on membership activities
- Preparation of regular updates or reports for the Membership, Marketing & Events Manager, the GBCSA Board or the Management Team
- Contributing to GBCSA's management team activities from general office duties to management team meetings.

### Performance Indicators

- Number of members, membership growth
- Membership satisfaction surveys
- Level of membership subscription arrears
- Integrity of the CRM database
- Collections of registration fees for events

### Knowledge, Skills and Abilities Required

- Experienced and passionate about customer service
- Excellent written, communication and interpersonal skills
- Exceptional organizational skills and attention to detail
- Strong bookkeeping skills
- Proficient in Microsoft Excel and Word
- Ability to work as a key member of a small team
- Good time management and ability to multi-task
- Dynamic and adaptable to change
- A passion for the green agenda

### Minimum Job Qualifications Required

- Tertiary qualification in Marketing, Accounting, Business Administration or similar
- Tertiary qualification in environmental science, sustainable development or similar
- Minimum of 3 years Marketing, Bookkeeping or Office Administration experience, preferably in a membership-based organization, the property industry or sustainable development

To apply, please send a cover letter and CV to Nicola Douglas at the Green Building Council of South Africa at [nicola.douglas@gbcsa.org.za](mailto:nicola.douglas@gbcsa.org.za).