

# THE SOUTH AFRICAN MEDICAL ASSOCIATION



## **Membership Team Leader**

The South African Medical Association (SAMA) is seeking to appoint the **Membership Team Leader** based at the **Pretoria Head Office**.

**Job Purpose:** Manage, coordinate and continuously provide excellent customer service to all SAMA stakeholders; by ensuring that all administration, processing and reporting of membership, journal, DMB sales and other related activities are effectively and efficiently executed by the membership division.

### **Job Responsibilities:**

#### **Data Integrity:**

- Take full responsibility for the integrity of the QBSAMA Database by ensuring that all membership applications, amendments to personal details, category changes, terminations, banking details and updates are captured accurately, either by self or the membership team.
- Plan for, compile or obtain new tariffs for the DMB, Journals and Membership and ensure that all new prices are updated accurately on the database.
- Accurately update the system with the new prices for DMB, Journals or membership.

#### **Operational Administrative:**

- Manage, coordinate and deal with membership enquiries received via telephone or email and ensure overall customer satisfaction.
- Manage the renewal of membership and journal subscription on an annual basis.
- Ensure that journal sales are processed accurately on a monthly basis by the membership team and that all journal replacements are submitted to Cape Town or the relevant agents for distribution in a time manner.
- Effectively manage the termination process of journal sales and SAMA membership.

#### **Reporting:**

- Ensure that all weekly/monthly reports are generated, analysed and distributed to relevant branches and other key stakeholders ( e.g. internal departments and finance) for information sharing and further action where required. Including:
- Monthly movements and payments received for membership applicable to each branch.
- Journal replacement lists to Cape-Town

#### **Finance:**

- Effectively manage and coordinate the refund process and ensure that accurate documentation is collated and submitted for processing in a timely manner.
- Ensure that all receipting and dummy banking is completed either by self or the team in order to draw up the relevant lists for the branches.
- Run debit order and Persal reports on a monthly basis and ensure that:
- they reconcile with bank statements or
- unpaids are followed up timeously and updated accordingly

- Run a credit list on a monthly basis and ensure it reconciles with finances records.
- Manage the journal and membership renewal invoice run on an annual basis and ensure that all credits are allocated accordingly.
- Ensure that all COSATU affiliation fees are paid in a timely manner and provide relevant figures to the Public Sector Department for audit purposes.

**Administration:**

- Manage and coordinate all scanning, filing and other administrative tasks to ensure they are effectively completed for the unit and that documents are secure and easily accessible if required in the future.
- Coordinate all mail (postage or email) returns and ensure that the team follows up timeously to continuously improve the accuracy of the QBSAMA database.
- Manage all stationary requirements (quotations, budgets, orders and invoicing) for the division to ensure that all membership postage, reminder notices, envelops are available when needed.

**General/ People Management**

- Manage all staff within the membership division to ensure that all functions are well integrated and streamlined resulting in superior proactive performance of the division.
- Mentor and develop staff using a supportive and collaborative approach on a consistent basis. In conjunction with the staff, establish and monitor staff performance and development goals, assign accountabilities, set objectives, establish priorities and conduct annual performance appraisals to ensure that the strategic objectives for the division are achieved.

**Knowledge, Skills, Training and Competencies Required:**

- Matric with 15 years' experience in Administration or
- Diploma or Degree in Business Administration/IT with 10 years' experience
- 1-2 years supervisory experience
- Implementation of procedures and policies
- General knowledge of the medical healthcare professions

**Term: Permanent**

To apply: Submit a detailed CV to [careers@samedical.org](mailto:careers@samedical.org), indicating clearly on the subject line which position you are applying for (i.e. Application for **Membership Team Leader**).

**Closing date: 17 June 2019**

**Should you not hear from us four weeks after the closing date please consider your application unsuccessful**