The South African Medical Association (SAMA) is seeking to appoint a Membership Advisor in the Membership Department based in Pretoria Head Office.

Job Purpose:

To provide members and prospective members with administrative support relating to membership applications, renewals, termination, information and other relevant enquiries, ensuring overall customer satisfaction at all times.

Job Responsibilities

Data Integrity:

- Ensure integrity of the QBSAMA Database by accurately updating and maintaining the data on the system including membership applications, amendments of personal details, change of category, terminations, banking details, and allocation of payments. Verifying application data on HPCSA and persal system.
- Ensure that all mail returns (post or email) are followed up and updated on the QBSAMA database to ensure accuracy of database at all times.

Customer Service:

- Attend to all membership and persal related enquiries in a timely and satisfactory manner.
- Ensure that notes are accurately captured on the QBSAMA system detailing the queries handled as and when they occur.
- Proactively participate in membership recruitment and retention programmes and initiatives, including taking initiative to propose promotions and other opportunities.
- Provide membership related assistance to other internal divisions/departments.
- Ensure that terminations (membership and journals) are followed up on time and notes thereof are captured accurately on the QBSAMA system. Including:
  - Follow up on unpaid membership or subscription
  - Movements from persal database
Membership Application Administration:

- Ensure all membership applications are processed accurately and on time, including the following:
  - Send and receive application forms and ensure accurate completion.
  - Ensure that all the checklist requirements are adhered to and are followed up, if necessary.
  - Accurately capture data on the QBSAMA database in order to process applications effectively.
  - Acknowledge receipt of membership application via email.
  - Send monthly welcoming letters with information regarding the branch allocated to and membership card.

Journal Administration:

- Process new journal’s (SAMJ) cancellations, returns and claims. Renewals to be done yearly electronically, including follow up via post where applicable.
- Ensure that journals not received by members are re-send/replaced through the agents or HMPG after confirmation of mailing address.
- Keep statistics of returned mail for ABC counts and submit report to Operations division when required.

Finance and Reports:

- Sent out yearly membership renewal notices electronically to members. Follow-up via post where applicable.
- Ensure that all receipting is done accurately on time. (i.e. cheques, credit cards, direct payment).
- Follow up on unknown deposits reflecting on bank statements, information of which is obtained at the bank.
- Keep record of unallocated amounts and information from the bank statement for future reference.
- Run monthly debit orders and persal reports to ensure accurate allocations of payments to relevant Branches.
- Ensure that monthly debit orders reconcile with bank statements and follow up on all unpaid or unallocated payments.
- Validate refunds and ensure that the correct documentation is provided and thereafter record refund spreadsheet with customer’s details.
- Ensure refund is processed by Finance Department and capture details thereof on customer’s record.
- Provide membership statistics and reports, data for financial reconciliations, invoicing and information for SAMA governance procedures and publications when requested.
- Generate monthly movements’ reports electronically for the branches and attend to the relating enquiries from the relevant branches to ensure that the movements and payments allocations are correct.
- Generate monthly financial reports electronically for the branches and Finance Department

Filing and Administration:

- Ensure that all new members’ application form, changes and correspondence regarding membership are scanned to the correct customer folder.
- Sort and distribute SAMA mail/faxes relating to the membership team.
- Send out notifications via email to members relating to confirmation of membership, terminations or other important matters for further action/noting by members.
- Assist the Membership Team Leader with all other queries and reports when required.
**Job Requirements:**

- Diploma in Business Administration or relevant qualification is essential
- 3-5 years experience within a similar role
- 1-2 years experience in a call centre/membership service environment
- General knowledge of the medical healthcare sector

**Term:** Permanent.

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

**Closing date:** 04 March 2020