

## **SOCIETY OF BEER ADVOCATES MEMBERSHIP OFFICER JOB DESCRIPTION**

### **PURPOSE**

The purpose of this job description (JD) is to clarify the objectives and background to the Membership Officer role for the Society of Beer Advocates (SOBA). It sets out the competencies and responsibilities of the Membership Officer.

### **OBJECTIVES**

The objectives of the Membership Officer are to:

- contribute to the effective functioning of SOBA
- contribute to the delivery of the SOBA vision and mission
- manage the application process for new SOBA members
- renew the registration of current SOBA members.

### **APPLICABILITY**

This JD applies to any SOBA member whom the SOBA Committee agrees can act in the role of Membership Officer.

### **BACKGROUND**

The Membership Officer is essential to the success of SOBA. They may be an elected SOBA Committee member but this is not a requirement of the role. They do need to be process oriented and committed to the role.

The Member Officer processes all new SOBA membership applications and membership renewals. It is important that the Membership Officer's tasks are done in a timely manner. Applications and renewals should generally be completed within a week of them being received.

### **COMPETENCIES OF THE MEMBERSHIP OFFICER**

**Process oriented:** Understands how to put in place, and follow a good process in order to deliver their responsibilities. Can put in place process that enables their work to be completed in an effective and efficient way.

**Customer focus:** Understands the expectations of their clients or customers and delivers tasks in a timely manner to meet those expectations. Is professional and courteous in all their dealings with their clients and customers taking their views into consideration.

**Timely:** Can organise work to be delivered in a timely fashion, ensuring that deadlines are met. Does not fail to deliver nor make excuses when deadlines are not met. Can take action to address issues of timeliness.

**Independence:** Can work with minimal direction and supervision. Does not shirk responsibilities when work needs to be done with minimal oversight. Can be counted on to deliver.

### **RESPONSIBILITIES OF THE MEMBERSHIP OFFICER**

The Membership Officer is responsible for the processing of all new SOBA membership applications and all membership renewals. It is their responsibility to do this in a timely way and to engage with the SOBA Committee and membership professionally when undertaking the role.

The Membership Officer receives notification of applications from new members and/or current member renewals from the SOBA membership database. They must then match the application against a payment in the SOBA accounting system. Where there is a match, the payment needs to be reconciled. Any mismatches or other issues identified in the accounting system should be reported to the Treasurer.

In some cases, multiple applications for new memberships or renewals may be received. The Membership Officer is required to reconcile any duplicate applications. This responsibility may require contact with the applicant or member.

The Membership Officer is required to issue SOBA membership cards and welcome letters to all new members. A letter is also sent when a membership is renewed, outlining the benefits of joining the SOBA community. It is expected that, generally, membership cards and letters are sent within a week of an application being received. Where there may be a delay - due to holidays or other circumstances, the Membership Officer should advise the SOBA Committee.

From time to time, the views and experience of the Membership Officer may be sought by the SOBA Committee. The Membership Officer is expected to engage with the Committee to support the vision, mission and future success of SOBA. They are expected to behave in a way that enhances the reputation of SOBA and does not bring the organisation into disrepute. The Membership Officer should notify the Committee and the membership of any conflicts of interests and how they will be managed.