



NZEI TE RIU ROA

Administration Officer - Membership National Office, Te Whanganui-a-Tara Permanent, full-time

About NZEI Te Riu Roa

NZEI Te Riu Roa is the dynamic and innovative organisation representing the professional and industrial interests of 51,000 primary and early childhood teachers, specialist education and advisory staff, early childhood, and school support staff.

We are committed to high quality public education, to the application of the Treaty of Waitangi and to maximising the contribution our union and educators can make to a decent society for all New Zealanders.

NZEI Te Riu Roa is a campaign-based organisation which involves its membership, their elected structures, and processes, in conjunction with its staff structures and processes, in all of its activities. It is a union with a focus on protection and promotion of the industrial and professional interests of its members. The union takes a strategically focused approach to achieving each of its goals.

Position purpose

The Administration Officer - Membership is in a team that is responsible for processing membership applications, payment transactions and enquiries from members concerning their membership.

Key Responsibilities and performance expectation

- The processing of new membership applications, membership resignations and subscription payments received in the CRM
- Follow up of dishonoured subscription payments and arrears
- Refunding overpaid subscriptions
- Demonstrate customer service skills (including organising conversations) in handling phone and email queries. Answer telephone and email queries from members or staff concerning membership
- Update and maintain members' contact details and information accurately in the CRM.
- Undertake learning regarding our internal strategy Mokū te Ao and NZEI Te Riu Roa as a treaty-based organisation.
- Other duties as directed from time to time by the CRM Manager
- Ability to manage membership data in Excel

Skills and Abilities

- Experience in a membership or customer service environment, including covering for colleagues to ensure each other gets breaks.



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- Be methodical in your approach to work and pride yourself on your attention to detail.
- Excellent communication skills and a friendly telephone manner
- Contribute to a high-functioning team environment through collegiality and task-sharing.
- Numeric data entry skills to a high degree of accuracy.
- A high level of computer literacy and confidence using the Microsoft Office Suite. It is expected that the applicant will have abilities in using Excel, including using basic functions and formulae to organise membership data.
- Answer membership queries via phone and email using strong customer experience skills and work to better engage members with their union
- An ability to provide timely responses and solutions to membership enquiries and when to escalate queries to the CRM manager
- An ability to manage work, make appropriate decisions about priorities, work under pressure and meet deadlines.
- Demonstrated commitment to the principles and objectives of the union movement
- Be comfortable with regular ongoing learning to improve self and team competencies.

Relationships

The role requires an ability to develop and maintain excellent relationships internally and externally with a wide variety of people and roles including but not limited to:

- NZEI Te Riu Roa members, groups and leaders
- NZEI Te Riu Roa Staff

The role reports to the CRM Manager

Uara

Our values come from our guiding pou. Under each of our pou we have given examples of what this looks like in the workplace.

Tikanga

- We engage, talk and work with each other in a way that embodies appropriate and respectful tikanga
- We ensure our practices are culturally appropriate
- We contribute to ensuring NZEI Te Riu Roa processes and policies, including inclusion of appropriate rites and rights.

Manaakitanga

- provide and look after all manuhiri, kaihmahi and members
- display a duty of care to support, respect and uplift each other
- care for each other as people and as ngā hoa mahi
- check in with each other.



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Whakamana

- celebrate colleagues with dual or multiple language skills and knowledge
- enhance your own and other's mana
- have access to professional development
- are valued and have power in your work

Whanaungatanga

- feel able to engage in responsive, engaging and reciprocal relationships
- work to ensure Mōku te Ao: Ngā Pou me tikanga are visible in all practices and hui
- create space so that links with whānau are established and encouraged

Rangatiratanga

- we are responsible and committed to contributing to an environment where everyone feels safe, valued and celebrated
- we are all welcome to express ourselves through our cultural context
- we all call out racism

Whakapapa

- we all share NZEI Te Riu Roa whakapapa and work together to reflect this in our work
- everyone feels proud of their whakapapa and able to share theirs in the workplace
- we all are empowered and feel that our sense of being is respected in the workplace

Wairuatanga

- all kaimahi respect everyone's individual beliefs
- We work in a way that reflects an understanding of wairua
- We understand and look after our own and others' wellbeing

Kaitiakitanga

- we connect with and care for our working world in ways that are responsive to Māori values
- We create a culture of awareness that encourages connecting with others in the care of our natural world
- We all care for the environment that we are in.