

Muscular Dystrophy Ireland: Administrative & Membership Support Officer (Part Time) **(<https://www.activelink.ie/node/108944>)**



Administrative & Membership Support Officer

About MDI:

Muscular Dystrophy Ireland (MDI) is a voluntary organisation that provides support to people with neuromuscular conditions and their families. Muscular Dystrophy Ireland envisages an Ireland that enables people with neuromuscular conditions to fully participate in society and reach their full potential.

Our mission: Our mission is to support people with Muscular Dystrophy. We do this, using a member-centred approach, by:

- Providing information and support to people with neuromuscular conditions and their families through a range of support services.
- Advocating for services and entitlements for members, educating and informing society about the conditions.
- Supporting researchers and clinicians to carry out quality research into neuromuscular conditions.

Role Specification

Membership Administration:

- Manage MDI's membership process from application to renewal, ensuring accuracy and efficiency.
- Respond promptly to member inquiries and provide excellent customer service.
- Maintain comprehensive membership records and databases.

Financial Tracking:

- Maintain accurate tracking and statistics tables for invoices and payments.

CRM Administration:

- Utilise the CRM system to manage membership data, clinic referrals, communications and track interactions.
- Provide training to staff on CRM usage and best practices.

Information Line:

- Handle incoming calls and emails and accurately log details using the online form.
- Collaborate within a team environment and contribute to team meetings as necessary.
- Maintain adherence to confidentiality protocols regarding service user data.
- Ensure seamless transfer of enquiries to MDI staff for proper logging and follow-up procedures.

HR Support:

- Assist with HR administration tasks, including maintaining records of leave and training activities on HR Locker.
- Support the onboarding process for new employees.

General Office Duties:

- Attend team meetings and staff training as required.
- Any other duties that may be required by the organisation to fulfil the needs of the post.

Location: Muscular Dystrophy Ireland, 75 Lucan Road, Chapelizod, Dublin 20

Reporting to: Respite Administrator under the supervision of the Head of Services

Essential requirements/skills

- Minimum of Leaving Certificate or equivalent
- A minimum of 1 year working in a busy office environment.
- 1 years' experience using MS Excel, MS Access, MS Power Point and MS Forms
- Proven analytical skills and attention to detail.
- Enjoys working with people, is approachable, and demonstrates warm and friendly mannerisms.
- Demonstrate excellent interpersonal and communication skills with a good level of spoken and written English
- Be reliable, trustworthy, and always maintain confidentiality
- Excellent time management and teamwork skills
- Capacity to work on own initiative

Terms and conditions:

- Part-time fixed term contract for 12 months (subsequent contract subject to funding)
- Salary scale: aligned to HSE Clerical scales
- Starting salary: €25K - €30k depending on experience - pro rata
- Annual Leave: 21 days pro rata
- Hours: 20 hours per week, preferably across 5 days but flexible

Selection process

All applications will be acknowledged by email. A selection panel will review all applications and interview shortlisted candidates.

Appointable candidates will be asked to provide the names and contact details for up to 2 referees and will be expected to undergo relevant training as a condition of employment.

Interviews are provisionally arranged for the week commencing 1st July 2024 MDI office.

To apply please submit your CV & Cover Letter to respite@mdi.ie (<mailto:respite@mdi.ie>)

Closing date for applications: 12.00 p.m., 30th of June 2024, however, suitable candidates will be interviewed as applications are received.

Muscular Dystrophy Ireland is an equal opportunities employer

Region

Dublin 20

Date Entered/Updated

14th Jun, 2024

Expiry Date

30th Jun, 2024

Source URL: <https://www.activelink.ie/vacancies/community/108944-muscular-dystrophy-ireland-administrative-membership-support-officer-part-time>

