



## POSITION DESCRIPTION

### Membership Systems Support Officer – Casual Fixed Term Club Services & Heritage



#### Title:

Membership Systems Support Officer – Casual Fixed Term

#### Reports to:

Membership and Customer Systems Lead

#### Direct Reports:

Nil

#### Job Goal:

The Membership Systems Support Officer plays a vital role in maintaining the integrity and smooth operation of the organisation's membership systems and data. This position is responsible for day-to-day processing tasks across a range of operational functions, including financial reconciliation, data management, ticketing systems support, and member communications. The incumbent will also assist with queue management, project-based administration, and general membership enquiries, ensuring a high standard of service delivery across all touchpoints.

#### Accountabilities/ Responsibilities:

- Perform daily balancing of membership financial transactions, placard files, and non-Indue card processing to ensure accuracy and reconciliation.
- Monitor and resolve error logs across GreenID verification, PID update failures, registration match errors, and Ticketek imports to maintain data integrity.
- Process Ticketek VT sales files and ticket return files within required timeframes, liaising with internal teams to resolve discrepancies and ensure correct data flow.
- Conduct manual member photo updates in the membership database in accordance with established standards.
- Administer the end-to-end reinstatements process, including payment request processing, and accurate record-keeping.
- Coordinate weekly research surveys for the MCC cohort, including campaign setup and marketing list configuration.
- Build and maintain marketing lists in response to requests received via the Asana form workflow.
- Process and reconcile refunds across ASM, general membership, and MCC Plus dining categories in line with organisational policy.
- Respond to general member enquiries across project queues, including deaths and resignations, refund requests, login issues, payment change requests, and MCC Plus wallet troubleshooting.

#### Experience / Skills / Qualifications:

- Experience in a membership, customer service, or data administration environment.
- Strong attention to detail with a high degree of accuracy in data entry and financial reconciliation.
- Proficiency in CRM (preferably Microsoft Dynamics) or membership management systems; experience with Ticketek platforms advantageous.



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- Familiarity with GreenID verification systems or similar identity verification tools desirable.
- Experience using project management tools such as Asana to manage workflow and tasks.
- Strong organisational and time management skills with the ability to prioritise competing demands.
- Effective written and verbal communication skills with a member-focused approach.
- Ability to work both independently and collaboratively within a team environment.

#### Further Notes:

Demonstrate brand integration to disrupt the balance, driving user engagement through bespoke solutions. Apply benchmarking principles and best practice to inform decisions, while adopting a mobile-first design approach. Leverage thought leadership to uphold best practice standards, amplify visibility, and ensure brand elements including logo sizing are given appropriate prominence.

The MCC is committed to providing a safe and welcoming environment for everyone including children & young people and has zero tolerance to child abuse and harm. All MCC staff are required to understand their responsibility in relation to child safety and must undertake mandatory child safety training. The MCC conducts reference checks including child safety and other pre-employment checks as appropriate.

It is a mandatory requirement to hold a current / valid Victorian Working with Children card to work at the MCC.