



ROYAL COLLEGE OF
PHYSICIANS AND
SURGEONS OF GLASGOW

Membership Support Officer

Personal Specification

Knowledge, Experience and Skills Set Required:

The post-holder will require the following:

- Demonstrable track record of delivering great customer service
- Strong oral and written communication skills
- Strong interpersonal & influencing skills
- Track record of working to targets/KPIs
- Experience working in a customer/member support role
- Experience building and maintaining relationships, driving engagement and retention and cross-selling/signposting
- Good planning and organisational skills including attention to detail
- Experience with CRM databases
- Excellent IT skills including the use of databases and Microsoft Office
- Evidence of good and effective team working
- Knowledge of digital communication channels e.g. Facebook and Twitter
- Knowledge of survey monkey or equivalent software package
- Knowledge of General Data Protection Regulations (GDPR)
- Discretion and sensitivity are essential
- A degree level qualification or minimum 12 months experience in a similar role