



## JOB DESCRIPTION

ROLE DETAILS	
Job Title	Membership Support Coordinator
Reporting to	Senior Membership Engagement Manager
Contract	Full-time
Start date	ASAP
Location	London/Hybrid
Direct reports	1
JOB PURPOSE	
<p>The Member Support Coordinator is to deliver excellent member support in a timely manner. The role would include answering member/non-member inquiries regarding RJC membership in a thorough and professional manner. Engage with relevant departments to optimise member support pro-actively throughout the member journey, including contact through email and phone, as well as resources available to members. Updating member details on the relevant platforms.</p>	
ABOUT RJC	
<p>The Responsible Jewellery Council (RJC) is an international global standards and certification organisation. It has more than 1,884 member companies that span the jewellery supply chain from mine to retail. RJC Members commit to and are independently audited against the RJC Code of Practices – an international standard on responsible business practices for diamonds, coloured gemstones, gold, silver and platinum group metals. The Code of Practices addresses human rights, labour rights, environmental impact, mining practices, product disclosure and many more important topics in the jewellery supply chain. RJC also works with multi-stakeholder initiatives on responsible sourcing and supply chain due diligence. The RJC’s Chain-of-Custody Certification for precious metals supports these initiatives. Through the implementation of the COP and CoC members contribute towards the 17 Sustainable Development Goals of the United Nations 2030 agenda. The RJC is a Full Member of the ISEAL Alliance – the global association for sustainability standards.</p>	
ROLE AND RESPONSIBILITIES	
Customer/Member Services	<ul style="list-style-type: none"> <li>• Deliver excellent member support in a timely manner.</li> <li>• Deal with incoming member/non-member queries for the RJC</li> <li>• Respond to all e-mails sent to the shared membership mailbox</li> <li>• Assist the Senior Manager with member support relating to first certification audits, membership renewals, data updates &amp; the member portal.</li> <li>• Answer incoming RJC calls</li> </ul>
Member Engagement Administration	<ul style="list-style-type: none"> <li>• Follow up with members whose certification audits are approaching or overdue to offer support, obtain audit dates and update the CRM/Website accordingly.</li> <li>• Manage membership updates (change requests) that are received by email or via the member portal, when</li> </ul>

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	<p>appropriate sending updates to the Senior Manager for approval and informing the certification team of changes.</p> <ul style="list-style-type: none"> <li>• Supports members with member portal queries and liaise with other teams when necessary.</li> <li>• Update relevant information in across all relevant platforms (CRM, Xero, WordPress, Mailchimp).</li> </ul>
<b>Cross-department collaboration to optimise member support</b>	<ul style="list-style-type: none"> <li>• Report on and provide feedback from membership communications to appropriate teams to ensure member queries are satisfied and any issues are resolved.</li> <li>• Assist other departments with data requests and queries regarding members.</li> <li>• Assist the Senior Manager processing membership suspensions and resignations, including liaising with colleagues to arrange a chat between the member and the RJC before resignation.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Provide membership data monthly or when requested by the Senior Manager, the Executive Team or other departments.</li> <li>• Distribute the monthly stakeholder reports created by the Senior Manager in a timely manner.</li> <li>• Assists the Senior Manager with data cleansing on the CRM and report on any data discrepancies.</li> <li>• Assist the Senior Manager with monthly and year end reporting to include exporting data from the CRM, creating graphs / charts and PowerPoint presentations.</li> </ul>
<b>EXPERIENCE AND QUALIFICATIONS</b>	
1.	5 years + customer service experience preferably in a trade association, membership organisation or customer-oriented environment
2.	Strong working knowledge of Microsoft Office
3.	Additional training or courses in a related field a plus
4.	Database systems experience preferred
<b>KEY SKILLS AND COMPETENCIES</b>	
1.	Excellent organisational skills
2.	Must have effective communication skills, both verbal and written
3.	Ability to generate graphs, charts and other reporting tools.
4.	Pay attention to detail
5.	Ability to maintain a positive, courteous, and professional demeanour while conversing with members is essential
6.	Must possess the ability to comprehend and retain detailed information regarding RJC Code of Practices certification journey to assist applicants.
7.	Flexible team player, with the ability to work under pressure and to tight deadlines



8.	Ability to work independently and prioritise competing tasks and demands
9.	Must be able to work effectively during high volume periods
<b>EQUAL OPPORTUNITIES</b>	
<p>The RJC believes one of the fundamental ingredients of running a successful organisation is the provision of a working environment which is truly representative of all sections of society and for each employee to feel respected and to be able to bring their true and unique selves to work.</p> <p>The RJC's policy is to provide equality, fairness and respect for all in our employment and provide equal opportunities in all aspects of employment. The RJC is committed to the fair and equal treatment of applicants. The RJC is an equal opportunities recruiter and does not discriminate on the basis of gender, gender identity and expression, marital or civil partnership status, race, colour, national or ethnic origin, disability, sexual orientation, social or economic background, age or any other protected characteristic.</p>	
<b>EMPLOYMENT BENEFITS</b>	
<p>This role will be entitled to 28 days annual leave per annum pro rata plus UK bank holidays (on pro rata basis). This role will automatically be enrolled into the RJC's company pension scheme.</p>	
<b>HOW TO APPLY</b>	
<p>Please email your application to <a href="mailto:sara-louise.macgillivray@responsiblejewellery.com">sara-louise.macgillivray@responsiblejewellery.com</a></p> <ul style="list-style-type: none"><li>• resume (no more than 3 pages)</li><li>• cover letter (no more than 2 pages) which address how your education and experience align with the position. Please indicate your starting date availability</li></ul>	