



Position Title	Senior Membership Officer
Position Classification	CSP 75 – 91 (\$93,295 to \$109,194)
Team	Membership Team
Reports to	Manager Member Services & Governance
No of direct reports	7
No of positions	1
Date position evaluated	2023

Primary Purpose of the Position

The Public Service Association of NSW (PSA) represents over 40,000 employees in diverse roles across NSW Government departments, state owned corporations, schools, universities and TAFE. The Membership Team ensure that the records of members' financial status, contact and establishment details are updated on the membership system.

The Senior Membership Officer is responsible, through the Manager Member Services, for the efficient operation and supervision of the membership section. The Senior Membership Officer supervises staff within the membership team.

Essential Job Functions

The Senior Membership Officer works with the Manager Member Services and Governance and the rest of the Membership Team in their day to day functions including:

- a) Supervision of the membership section including rostering, performance management and leave requests for team
- b) Training and development of new staff
- c) Reviewing and authorising banking transactions
- d) Allocation of tasks and procedures for membership team
- e) Answering coverage enquires with staff and liaising with ACTU
- f) Responsibility for quarterly accounts sent to members
- g) Supporting staff in the resolution of difficult cases
- h) Dealing direct with members on more complex issues
- i) Preparation of refunds with a limited authorisation
- j) Approving waiving of arrears within a limited authorisation
- k) Logging database issues to IT/Database team
- l) Financial and End of Month reports
- m) Liaising with auditor twice per year and providing relevant reports to Auditor
- n) Preparing memos on membership related issues
- o) Provide advice and guidance to Retention Officer
- p) Annual tax statements to members
- q) Other related duties as required.

Requirements (Knowledge, Skills and Abilities)

- Commitment to Union principles, the PSA Executive and Central Council
- Possesses a good general knowledge of the overall structure, functions and requirements of each unit of the Association.
- Demonstrated ability to follow direction, exercise initiative and independent judgment.
- Knowledge of and ability to apply payment of subscriptions policy
- Excellent written and verbal communication skills.
- Intermediate to advanced PC skills, Excel and using specialist systems
- Demonstrated ability to learn new computer programs and other technology
- Proven ability to prioritize and demonstrated ability to plan and manage competing demands.
- Ability to work as part of a team.
- Ability to liaise with service providers.
- Knowledge of the public sector, government corporations and Unions

Key Relationships

- Executive
- Manager Member Services & Governance
- Membership staff
- Senior Managers
- Internal staff
- Elected Officials
- Members
- External stakeholders