

JOB DESCRIPTION

Designation :	Sales & Membership Officer
Staff Category:	E
Unit :	Membership & Services Unit
Location of Work:	MNS Head Office
Immediate Supervisor:	Head of Membership & Services
Immediate Subordinates:	Nil
Formulated:	January 2024
Revised:	



Purpose of Job

The overall purpose of this position is to be responsible for MNS Shop (both online and physical) by managing inventory, sourcing products, coordinating with suppliers, and ensuring that merchandise meets customer demand and in line with Society's goals. This role involves analysing sales trends, maintaining stock levels, and ensuring that products are displayed effectively to enhance customer experience and drive sales.

The incumbent is also responsible to provide efficient service to members and branches on membership matters , process membership applications and renewals and maintain up to date record on membership.

He/ She is also expected to contribute to the efficient day to day operations of the Membership & Services Unit.

Supervisory Duties – Nil

Operative Duties

The incumbent is required to required to perform a range of duties including but not limited to:-

I) Sales Component

A. Merchandise Planning and Procurement:

1. Assist in planning and selecting merchandise based on sales trends, customer preferences, and Society goals.
2. Source, negotiate, and coordinate with suppliers to procure quality products at competitive prices.

B. Inventory Management:

1. Monitor stock levels to ensure optimal inventory control and avoid overstocking or shortages.
2. Conduct regular stock checks and audits to maintain accuracy.

C. Product Display and Presentation:

1. Ensure that merchandise is displayed in an appealing and organized manner to attract customers.
2. Collaborate with the rest of team members and other division/units to create promotional displays and materials as and when required.

D. Supplier and Vendor Relations:

1. Build and maintain relationships with suppliers and vendors for timely and efficient deliveries.
2. Address any quality issues promptly.

II) Membership Component

A. Membership Promotion

1. Will be responsible for recruiting new members by coordinating with MNS branch offices and SIG on membership drive, liaise with other colleagues on events for opportunities to promote membership.
2. Prepare relevant materials for membership drive purposes
3. Will be the focal person to manage exhibition during membership drive.
4. Organising activities for MNS members by liaising with all MNS centres and/or relevant projects, e.g. activity for new members at branches, organising activities especially for members children during school holiday i.e. school holiday camps at KSNP, NEC and reviving Tapir Talks i.e. online talks

5. Responsible for leveraging on IT and social media for recruiting new members

B. Processing of MNS membership application and renewals

1. Responsible to liaise with members and branches on membership applications and membership renewal
2. Process membership applications and payments and advise members of outcome, inclusive of the relevant paperwork i.e. issuing & despatching membership card & updating membership database.
3. Monitor members due dates for renewals and sending reminder letters.
4. Process members' renewal fee payments (cash, cheques and via credit card) and advise members accordingly .

C. On-line membership application and renewal

1. Responsible to monitor on-line membership registrations & renewal
2. Responsible to do the necessary follow up i.e. sending email acknowledgement upon receipt of the application & renewal request and following up with members regarding payment methods

D. Providing Customer Service to members

1. Responsible to liaise with members by providing high level customer service by attending to their queries or complaints, responding promptly to members emails or attending to their phone calls inclusive of building good rapport with members.
2. Alerting & liaising with Immediate Supervisor in cases where facing problems when dealing with difficult members.

E. Managing Membership Database

1. Responsible to manage the database i.e. ensuring database on members' particulars and statistics are consistently updated and incorporating users' requirement on membership system .
2. Sending out email blast to members, such as MNS events or greeting message after consultation the Head of Membership & Services Unit.
3. As and when required, will be expected to assist with report preparation for meetings i.e. EXCO, Council, BOT , etc.

F. Engagement with Branches

1. Responsible to liaise with branches with regards to branch matters as and when required.
2. Update branches on membership status on monthly basis i.e. sending branches their paid up membership list , etc.
3. Coordinate with MNS branch committees on membership drive and MNS road shows as and when required .

Undertaking any other tasks/duties as may be reasonably required.

The incumbent is also expected to take part and work sincerely in the general activities of MNS, although the focus of that particular activity might not be within the area of this job description.

He/ She is also required to demonstrate competence in the following areas:-

a)Relationships: Maintain positive working relationships with immediate supervisor to whom you will be reporting to and with other colleagues.

In the absence of your Immediate Supervisor, you should consult the Executive Director with regards to all tasks and duties.

b)Communication: Excellent oral and written communication skills in both Bahasa Malaysia and English.

c)Teamwork: Ability to work as part of the team is essential. Must always act in professional manner i.e. pleasant, diplomatic, ability to deal politely and effectively with all level of colleagues and external stakeholders.

d)Initiatives: Ability to work on own initiatives when necessary and especially on behalf of the **Head of Membership & Services Unit** in carrying out specific duties. Initiatives also required to be demonstrated relevant to the area of designated responsibilities in the event of emergencies or when urgent attention is required particularly when the **Head of Membership & Services Unit** is away from the office and not available for advice.

e)Organization: Excellent time management skills; attention to detail; and ability to deal with multiple priorities and deadlines.

f)Knowledge: Posses sufficient knowledge and expertise in the designated area of responsibility in order to delivered all assigned tasks and duties successful. A good level of IT/computer skills and a working of email, internet and MS Office is also required.

Job Specification or Experience

1. One to two years working experience in related field.
2. Candidate with at least a diploma is preferred.

3. Strong analytical and problem-solving skills.
4. Excellent communication and negotiation abilities.

Authority, Confidential and Resources

1. There is not budget authorisation for this position.
2. Privileged access to confidential data and information which should not be divulged to others without the prior written consent of the **Head of Membership & Services Unit** or until such time as such knowledge and information otherwise becomes generally available to the public through no fault of the incumbent.

The incumbent will also agree at all times during his/her term of employment with MNS and thereafter, to hold in strictest confidence and not to use, except for the benefit of the Society any confidential information of MNS.

Reviewed and signed by:

Executive Director

Name : I S Shanmugaraj Subramaniam

Date:

Sales & Membership Officer

Name :

Date: