

**Energy Industries Council
Job Description**

Job Title:	Data Processing Clerk	Business Location:	London
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Responsible to (Line):	Membership Administration Manager	Responsible to (Function):	
Responsible for (Line):	N/A	Function (if appropriate)	

Purpose / Role

Administrate the processing and inputting of new data, and cleaning up existing data within the EIC's CRM system (MS Dynamics 2011). To ensure that all information is up to date, consistent with EIC language and can be extracted and fully utilised by the Membership Team to support member recruitment, marketing, training, events, membership engagement and non-member functions.

Key aims and objectives

Monitor the EIC's CRM database to ensure it is consistently kept up to date, that data captured is accurately stored and all record can be identified and exported.

Prime responsibilities and duties

CRM

- Record all member contact and activity in CRM by entering new contact details and interests from information record sheets, business cards, delegate lists, catalogues, etc. received from all customer facing colleagues in the business
- Update mailing lists on CRM, ensuring all existing and new contacts are assigned to the appropriate mailing categories and correct marketing lists, as well as deactivating obsolete records
- Assist with regular accurate reporting and analysis that will assist EIC to enhance its service to members
- Support with the functionality and structure of the EIC's CRM system

Membership

- Assist the Membership Administration Manager with the membership renewals and resignation process, ensuring accurate data is available to the Regional Membership Managers.
- Ensure resignation records are continuously update for member companies who are not renewing their membership
- Assist with special projects relating to membership activities when required
Carry out general administrative duties including assisting with member and non-member companies enquires (via telephone and email)

Allied occasional duties

- Assist with any membership related task as required
- Any other duties required by the organisation

Key internal interfaces

- Membership Team
- Marketing and Communication Team
- Regional Teams
- Business Analyst Teams
- UK, National and Overseas Event Teams

Key external interfaces

- EIC Members
- Non EIC Members
- CRM system provider

Core competencies

Required

- Experience of a CRM system
- Methodical and exceptional attention to detail
- Good administration skills, with the ability to organise and prioritise a busy workload
- Good communicator and team player
- Ability to take ownership and complete routine tasks
- Computer literacy – MS Word and Excel
- Educated to GCSE grade C in both Maths and English or equivalent

Desirable

- Ability to utilise pivot tables in Microsoft Excel to produce dashboard results
- Good analytical and problem-solving skills
- Microsoft CRM Reporting Services and Crystal Reports
- Experience of membership organisation

Issued (date):	Signed by Line Manager:	Functional concurrence: (if appropriate)	Signed by Employee: