

Membership Operations Associate

Do you have a passion for member engagement?

We are a global organization with nearly 30 years of experience, based in the UK, and we are expanding rapidly in Sri Lanka. Our Colombo office plays a key role in providing innovative solutions to its clients worldwide.

We are looking for a Membership Officer to join our team in Colombo. In this role, you will provide excellent service to our global members, helping with their queries, requests, and orders.

If you are looking to be part of a growing team and contribute to an exciting, fast-paced environment, this is the opportunity for you!

Your role will include:

- A 40-hour work week from Monday to Friday, 12 PM to 9 PM.
- Availability to work on Sri Lanka poya days, as well as Public/ Mercantile Holidays. (UK holiday calendar is applied)
- A night shift allowance will be paid in addition to your salary

Your will be responsible for:

- Reviewing and processing Membership & Statement of Professional Standing applications
- Assisting with the membership renewal process & preparing basic statistics on membership numbers
- Updating membership records ensuring accurate information is recorded
- Dealing with enquiries and requests from customers, members and internal staff
- Processing orders from customers ensuring they are processed accurately, in accordance with CISI policy and within agreed timescales
- Assisting with Data Integrity and ensuring data added to the internal system is accurate
- In addition, employees are required to carry out any other duties as may reasonably be required

In order to be the successful candidate, you will need to have:

- Excellent written English as you will be writing emails in English to our customers
- Excellent oral English and telephone etiquette, as you will be communicating with our clients in English
- A minimum of 2 years' experience in Customer Service
- Good Microsoft Office computer skills
- The ability to multitask
- A positive attitude, be a confident self-starter who is highly committed and flexible

The offer of employment will be subject to satisfactory references including a police report.

There will be a competitive remuneration package on offer which includes after probation period:

- Hospitalization & Life insurance Cover for you, your spouse, and children
- Medical reimbursement allowance
- Travel Allowance & Wellness Allowance
- Hybrid working arrangements

If you believe that you are the ideal person, please email your resume to careers@cisi.org stating the position applied on the subject field.