



JOB POSTING

SR. ADMINISTRATOR, MEMBERSHIP PROCESSING & SERVICE MEMBER OPERATIONS & BENEFITS

JOB SUMMARY

Reporting to the Manager, Membership Processing & Service, the **Senior Administrator**, is responsible for maintaining and updating both financial and demographic information, processing payments, responding to members' questions and resolving issues. This includes determining fee categories based on practice circumstances and verification of refund eligibility. Provides support with membership promotion.

Key Responsibilities

- Responds to inquiries and resolves issues from members regarding their membership status, benefits and services, fee categories and payment of OMA and Constituency dues.
- Creates records for newly licensed physicians and residents, updates demographic, license, address and skill information on existing records using a variety of information sources (CPSO).
- Ensures all applications and My Account updates are processed within department standards.
- Processes annual membership renewals and applications, payments for dues, refunds and adjustments for OMA and Constituency fees via various payment methods.
- Performs cross-department back up tasks on a regular ongoing basis related to Communication Execution (CET), Reception and constituency support.
- Supports membership promotion by attending student and resident orientations and participating in non-member campaigns and mailings.

Education: Community College diploma in Business Administration or equivalent

Experience: 2-5 years customer service experience

Skills:

- Experience in customer service with good listening skills, ask probing questions and problem solve;
- Solid understanding of accounting;
- Proficiency in English with strong written and oral skills;
- Attention to detail ;
- Ability to quickly make logical connections to fields within the database;
- Ability to work both independantly and in a team;

Interested candidates should forward their cover letter and resume to the Human Resources Department at hr@oma.org by December 7, 2018.

Ontario Medical Association is an equal opportunity employer. We will accommodate your needs under the Ontario Human Rights Code.