

OVERVIEW & JOB OBJECTIVE					
Job Title	Member Care Officer	Pay Range (Annual Gross)	N 2.1m – N2.4m	Location	Lagos, Head Office
Grade Level	Officer				
Background: The CIPM is the umbrella Association for Practitioners of People Management with the vision to be the Institute of Choice for People Management. At the CIPM: We care for our People We partner to build their Careers and Together we strive for EXCELLENCE “We focus on building people, so our people will focus on building our Institute” The purpose of this job shall be to: The Member Care Officer job role exists to support the activities of the Institute directed at shaping the end-to-end experience of existing and prospective members with respect to their participation in the activities of the Institute.					
EQUAL OPPORTUNITY STATEMENT					
CIPM is an equal opportunity workplace and an affirmative action employer. We encourage applications from suitable candidates, irrespective of gender, physical ability/disability, color, tribe, race, religion, marital status, pregnancy or other status protected under the law.					
REPORTING RELATIONSHIPS					
Reports to	Team Lead, Member Care & Database Management.	Supervises	None		
JOB DUTIES / RESPONSIBILITIES / ACCOUNTABILITIES					
Internally Relates with	All staff	Externally Relates with	- All members, - Corporate clients.		
SUMMARY OF PRINCIPAL ACCOUNTABILITIES & RESPONSIBILITIES					
Membership Care and Administration	- Support the team leader in implementing communication strategies and plans between CIPM and members of all categories and ensure relevant communication channels are deployed. - Participate in the execution of all membership related projects as directed by the team lead. - Compile and update the list of members’ due for upgrade. - Send letter and Criteria for upgrade to members who are eligible for upgrade. - Follow up on members about their upgrade through e-mails, calls and SMS. - Process first level approval via the Examination Route. - Review applications, both manual and electronic, for HR Practitioners and Executive route as well as capturing important information of applicants for further review by the membership committee. - Capture upgrade application and send it to membership committee for assessment and interview. - Communicate the outcome to applicants within a week after the Assessment by the membership committee. - Communicate the Outcome to applicants within a week after Leadership approval. - Respond to enquiries from Members/Students/Prospective Members on Membership. - Treat various requests from Members and Students as verification of Certificates, preparation of Reference Letter etc. - Manage and Coordinate the Induction Program for Qualified candidates. (Student, HR Practitioners and Executive Route).				

	• Provide feedback to both successful and unsuccessful applicants. • Invite successful applicants for experiential interview with membership committee (Executive route). • Prepare membership committee review for leadership final approval.
KEY PERFORMANCE INDICATORS	
Operational Targets	• Membership/Stakeholder • Internal Business Process • Organizational Capacity
PERSON SPECIFICATION	
Knowledge, Technical Skills and Attitudes	
1. Knowledge: Institute Knowledge Relevant Regulations Database Management Microsoft suits	2. Skills: Result Orientation Customer Service Management Networking Communication Planning and Organizing Customer Orientated Record Keeping and Accessibility. Integrity and Quality. Security and Privacy. Performance Optimization. Backup and Recovery. Scalability and Growth. Business Intelligence and Analytics. Cost Efficiency. Organizational skill. Attention to detail SQL Proficiency
3. Building Collaborative Relationships: The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support to the business. - Ability to develop and maintain a vibrant, long-term network of relationships with individuals from multiple constituencies. - Has a successful track record of developing, managing, growing, and institutionalizing complex relationships on behalf of the company. 4. Communication: The ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences.	5. Emotional intelligence – being able to understand and manage your own and others' emotions, and their effect on behaviors and attitudes. 6. Customer Orientation: The ability to demonstrate concern for satisfying one's external and/or internal customers.
Experience	
• HND/bachelor's degree in business management/administration, Social Sciences, Marketing or related discipline	
Qualifications	

1. Minimum of 2 years post-graduation experience on a similar role in a reputable organization		2. Professional membership of CIPM is compulsory.	
Other Requirements			
Proficient in the use: Computer Literate: Excel, Word, Outlook and PowerPoint.			
PHYSICAL REQUIREMENTS			
Location	Office Based ☐	Both Office & Field Based ☒	Field Based ☐
Travel	None ☐	0% - 30% ☒	31% - 60% ☐
Work Cycle/Days	Mondays – Fridays		

Application Process

- Method of Application: Send your CV quoting appropriate Job title to recruitment@cipmnigeria.org
- Application Deadline: **Thursday, July 23rd, 2026**
- Remuneration: We value our employees, and the role comes with attractive compensation, benefits and a great work environment.