



MEMBER SERVICES COORDINATOR

PAY GRADE

14 - 16

SALARY RANGE

\$44,283 - \$64,417

FLSA STATUS

Exempt

GENERAL DESCRIPTION

Performs complex (journey-level) to highly complex (senior-level) administrative support work in support of the association's membership, partners, and stakeholders. Works under moderate to limited supervision with moderate latitude for the use of initiative and independent judgement. May occasionally receive instruction or assistance as new, unusual, or unique situations arise, and assist others in performing higher-level work. Has significant interaction with current and prospective members, staff, and the public. Provides direct support and assistance to the association's President, Executive Committee, and Executive Director.

EXAMPLES OF WORK PERFORMED

- Plans and organizes meetings and events and serves as meeting and event management team lead.
- Organizes, develops, and distributes meeting materials in accordance with the Texas Open Meetings Act.
- Maintains files and documents related to meetings.
- Responds to and tracks all member inquiries and requests for assistance.
- Assists with the update and implementation of member onboarding program.
- Monitors and reports on key membership metrics and generates reports to inform recruitment and retention efforts.
- Manages annual member nomination and appointment processes.
- Manages annual membership dues invoicing and collection.
- Coordinates association's records management and annual reporting program.
- Perform, organize, and administer travel arrangements for management.
- Assist with the design, development, and publication of communications through various mediums or platforms (e.g., print, digital, audio, website, and social media).
- General administrative support including postal items, receipt of goods, and other general office duties.
- Provide guidance to other staff performing clerical and administrative work.

- Evaluate the effectiveness of office practices and administrative procedures.
- Other duties as assigned.

GENERAL QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from an accredited college or university with a Bachelor's degree in Marketing, Communications, Public Administration, or related field (Preferred).
- Demonstrated ability to keep private sensitive, confidential, or privileged information learned while fulfilling duties and responsibilities.
- Training or experience in the use of customer/client/constituent relationship management (CRM) tools.
- Experience in administrative support work or administration management.
- Any combination of education, experience, and training commensurate with required knowledge, skills, and abilities.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge and understanding of member associations, local governments, and special districts in the Golden Crescent region (Preferred).
- Knowledge and understanding public relations, outreach programs, and fundraising. (Preferred).
- Database development and management.
- Minute taking, dictation, transcription, proofreading, and editing.
- Excellent organizational, interpersonal, customer service, and communication skills.
- Self-starter with the ability to manage time and self-prioritize projects/activities.
- Ability to work in a fast-paced multidisciplinary team environment.
- Ability to implement administrative systems and procedures and to interpret rules, regulations, policies, and procedures.
- Ability to handle high-level administrative issues; to analyze and solve work-related problems.
- Ability to provide guidance to others.
- Ability to demonstrate courtesy, diplomacy, and the highest level of professionalism in all dealings.
- Proficient with various Microsoft Office 365 products and meeting technology tools.

This job description is not intended to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required. Duties, responsibilities, and activities may change at any time with or without notice.

By signing below, I acknowledge that I have read this job description, and to the best of my knowledge, meet the required knowledge and skills for this position.

Name

Date