

## **Member Services Manager**

### **SUMMARY OF POSITION**

XYZ is seeking a personable and skilled individual to serve on our team. This position provides customer service and administrative support, including answering phones, managing accounts receivable, assisting with the maintenance of the association website, preparing correspondence and reports; maintaining an efficient filing system; and significant participation in event planning and staffing.

### **ESSENTIAL JOB RESPONSIBILITIES**

- Answer phones and handle service requests or refer as appropriate.
- Invoice for meetings, events, advertising, and membership. Maintain all Accounts Receivable documentation. A/R totals include dues, events, sponsorships, advertising and product sales.
- Manage the flow of Continuing Education Unit (CEU) records: prepare CEU applications and send them to the State; track course attendance; upon approval by the State, prepare and send course attendees their CEU certificates.
- Assist with meeting and event preparations: from initial site selection through processing registrations.
- Assist with keeping the association's website up to date with meeting announcements and other current information.
- Open, sort, and date stamp the mail.
- Process payments for bank deposit.
- Prepare "Welcome" packets for new members each month.
- Prepare committee agendas and other correspondence as requested.
- Other duties as assigned.

## **Job Requirements**

Education, training, experience:

### **REQUIRED SKILLS AND EXPERIENCE**

- Strong verbal and written communication skills.
- Strong organizational skills and ability to handle multiple projects and priorities.
- Strong attention to detail.
- Typing speed of 45-60 WPM.
- Aptitude with 10-key entry and good basic math skills.
- Willingness to submit to background check and credit report (because of required handling of member credit card numbers).
- Proficiency with MS Office Suite.
- Experience with relational databases, such as Access. (We use the XYZ association management package.)
- Basic familiarity with HTML and/or Microsoft Visual Web Developer.
- Experience with Crystal Reports and Adobe Creative Suite preferred.