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## MEMBER SERVICES COORDINATOR I

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<u>CLASS NO.</u>	<u>PAY GRADE</u>	<u>SALARY RANGE</u>	<u>FLSA STATUS</u>
149	14	\$44,283 - \$58,427	Exempt

### GENERAL DESCRIPTION

Performs routine to moderately complex (journey-level) work in support of the association’s membership, partners, and stakeholders. Works under moderate to general supervision with limited discretion for the use of independent judgement. Has significant interaction with current and prospective members, staff, and the public. Provides direct support to and assistance to the association’s President, Executive Committee, and Executive Director. Responsible for various member services, engagement, recruitment, and retention activities.

### EXAMPLES OF WORK PERFORMED

- Assists in the planning and organization of association meetings and events and serves as meeting and event management team lead.
- Coordinates the development and distribution of meeting agendas and materials in accordance with the Texas Open Meetings Act.
- Primary point of contact for General Assembly, Board of Directors, and standing committee meeting inquiries.
- Responds to and tracks all member inquiries and requests for assistance.
- Assists with the development and implementation of member recruitment strategy.
- 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 member dues invoicing and collection.
- Coordinates association’s records management and annual reporting program.
- Assist with the design, development, and publication of communications through various mediums or platforms (e.g. print, digital, audio, website, and social media).
- Daily Administration Division support including postal items, receipt of goods, and other general office duties.
- 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 success in marketing, advertising, event planning, or event management (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.
- Any combination of education, experience, and training commensurate with required knowledge, skills, and abilities.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge and understanding of 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 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**