

MEMBER SERVICES COORDINATOR

POSITION DESCRIPTION

Member Services Coordinator
Reports to: Association Executive

POSITION SUMMARY

The Member Services Coordinator is a vital member of the team and is responsible for assuring superior customer service to all association members and successful operations of the front office. This position performs a wide variety of administrative support functions with minimum guidance, frequently in a confidential fashion. Successful candidate will act as the central point of contact for all Association members and will play a primary role in promoting a professional image.

SPECIFIC FUNCTIONS

Membership

- Assists with new member applications
- Coordinates attendance of new member orientation and ensures proper dissemination of materials
- Answer phones in a professional manner, providing answers when possible and transferring calls or taking messages when needed
- Assists in maintaining an accurate member database and promptly records all additions, changes, and deletions
- Assists with inputting all new members into the database system(s)
- Assists with updating membership records in the database system(s)
- Assists with general membership functions
- Develops, improves, and promotes membership benefits
- Ensures Association Executive is informed of any membership issues

Lockboxes & MLS

- Knowledgeable on MLS, lockbox system and other associated systems
- Assists in membership training and the functionality of the systems

Website

- Assists in development and maintenance of Association website

Other

- Assists with planning and promoting membership events
- Attends Committee meetings and coordinates efforts with Committee Chairs
- Maintains current activities on Facebook and other social media platforms
- Must be proficient in Microsoft Office
- Must have strong written and verbal communication skills
- Performs other tasks assigned by the Association Executive