



Job Title:	<u>MEMBER SERVICES ASSISTANT</u>
Department:	Finance and Administration
Reports to:	Member Services Manager
FLSA Classification:	Non Exempt
Supervises:	No
Created / Updated:	July 2026
Location:	Palm Springs, CA (Full Time On-Site)

POSITION OVERVIEW

The Member Services Assistant provides administrative support to USCAP membership activities, including but not limited to membership and registration data entry, and supporting the department efforts in engagement initiatives, evaluation and reporting, and volunteer engagement and coordination. The Assistant also provides frontline staffing as assigned at USCAP meetings and functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Processes and verifies membership applications and responds to requests for changes, cancellations, and other member needs.
- Sets up registration fields in database and supports registration functions for the Interactive Center courses, destination courses and Annual Meeting. This includes but is not limited to: registering faculty and exhibitors, managing waitlists, balances due, and registration changes and additions.
- Coordinates membership mailings, recruitment, renewals, invoicing, and onboarding.
- Responds to member inquiries and prospective members on a timely basis. Develops customized information packets and performs active follow up to ensure the turning of the prospect into a member.
- Works closely with data entry/integrity to ensure updating of records as well and assists in the continuing development and maintenance of the organizational database. Handles membership concerns over the phone, in e-mails and through our support system and informs Director of Member Services of any unusual situations or unresolved issues.
- Recruits, onboards and engages a cadre of local volunteers and, working with the Education/Programs staff, schedules and manages volunteers to support in-office programs.
- Writes and/or edits draft communication for email and content; responds to regularly occurring requests for information.
- Assists in scheduling and organizing activities such as meetings or committee events.
- Staffs the registration desk at interactive microscopy courses as needed.
- Staffs and provides administrative support to the USCAP Membership Committee and Resident Advisory Subcommittee.
- Provides onsite support at the Registration Desk at the USCAP Annual Meeting.
- Completes corporate training on a timely basis.
- Provides and models excellent customer service, following up on complaints, questions, and concerns; responds to internal/external customer needs in a friendly, timely and efficient



manner.

- Fosters an inclusive environment marked by personal visibility, open communication, relationship building, teamwork, and empowerment.
- Oversees and complies with all established safe work practices and attends to all safety-related training provided or made available by USCAP.
- Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Associates/BA preferred.
- Ideal candidates have a minimum of one year of paid or internship experience in a nonprofit membership department including member database input, and coordinating and engaging volunteers. Alternatively, a minimum of one year of applicable member or customer facing experience in a office/business environment may be considered.

Required Technical / Other Skills and Abilities

- Excellent verbal and written communication skills with an emphasis on accuracy and attention to detail; excellent presentation skills.
- Excellent organization skills and knowledge of data interpretation.
- Demonstrated excellent customer service skills.
- Proficient and knowledgeable with technological tools like Microsoft Office, Adobe Suite, Outlook, and familiarity with content management systems (CMS).
- Ability to prioritize and perform multiple tasks, exercise sound judgment, problem solve, and use discretion and initiative in performing complex work.
- Ability to handle multiple tasks, projects, and priorities effectively and professionally.
- Ability to think independently, proactively, and creatively.
- Demonstrated leadership approach that includes a high level of integrity, mutual respect, accountability, and collaboration.

Required Licenses/Certifications

- None

CONDITIONS OF EMPLOYMENT

- Ability to travel to USCAP meetings and events as needed.
- Ability to work a varied schedule depending on the needs of the organization, and may include evenings, weekends and early mornings.
- Must pass a background check.



- Must review and comply with all workplace requirements as stated in the most current Employee Handbook.

This is a non-exempt position paying \$25.00 per hour, standard work week is Monday-Friday 9am-5pm with a 30 minute lunch (35 hours per week). USCAP offers a generous benefits package including medical, dental, vision, 401K match, HRA and FSA.

Interested applicants should apply with required 1) cover letter and 2) resume to jobs@uscap.org with the subject line "Member Services Assistant". No phone calls please.

Application Deadline is August 15, 2026. Neither references nor supporting documents are required at this stage but may be requested of candidates selected for interviews. The position is open until filled.