

JOB DESCRIPTION

TITLE: Database & Member Records Administrator **NON-EXEMPT**

REPORTS TO: Membership Manager

DEPARTMENT: Membership

FUNCTION: Primary responsibility for membership database: new entries, changes, maintenance, queries, reports, records, hard files and output. IT responsibilities include general troubleshooting, system backup and system training for new employees. This position is part of the Membership Department. Responsible for the society's record keeping; both computer and paper files.

DUTIES AND RESPONSIBILITIES:

1. Annual Conference
 - a. Manage registration input and processing, in-house or with outside vendor
2. Customer Service activities
 - a. incoming and voicemail calls, email responses
 - b. copying, faxing, mail
 - c. backup for Membership Manager
3. Financial Issues
 - a. Process payments for dues (new and renewals)
4. Assist in membership communications
 - a. handle all data aspects of the annual Member Directory
5. Manage membership and non-member database records
 - a. maintain mail and reference queries and reports
 - b. maintain necessary information in membership records
 - c. process new Candidates
 - d. prepare monthly membership number reports
 - e. process submitted membership contact information changes
 - f. provide monthly electronic updates to Society suppliers
6. Assist in the membership recruit/retain program
 - a. forward bi-weekly listing of Candidates to Membership Committee for approval.
 - b. process new Members as approve
 - c. administer dues renewal process: generate invoices, coordinate mailing, enter dues renewals, coordinate receipts with Director of Finance & Administration
 - d. assist with telemarketing program
7. Office management
 - a. attend staff meetings
 - b. complete monthly timesheets
 - a. contribute to Staff-To-Do-List & Agendas
8. Attend professional development programs

- a. Master new software programs, hardware, network and PC maintenance as necessary
9. Assist with association newsletter
 - a. prepare labels on disk for mailing
 - b. input renewals and new subscribers
10. Assist management with other activities as assigned
11. Technical support/system hardware and software
 - a. maintain and troubleshoot PC's, network, software, email, website, database, etc.
 - b. liaison to database consultant
 - b. train and advise staff on system operation, software programs and hardware
 - c. Keep the Director of Finance & Administration/HR informed on IT issues; make recommendations for improvements
 - d. Assist Director of Finance & Administration/HR as requested
 - e. Maintain functional backup system; transport tapes to outside storage facility on a weekly basis

SKILLS:

- Proven data input accuracy and attention to detail
- Good typing skills
- Intermediate to advanced knowledge of computer hardware, databases, network and applications software in a Windows environment
- Demonstrates excellent oral and written communication skills
- Maintains professional and positive demeanor
- Must be able to function as part of a team
- Capable of setting priorities when multiple demands are present
- Strong customer/member service skills
- Willingness and flexibility to work overtime as necessary