

## **JOB DESCRIPTION**

**TITLE:** Membership Manager **EXEMPT**

**REPORTS TO:** Assistant Executive Director

**DEPARTMENT:** Membership

**FUNCTION:** Responsible for coordination of membership procedures for Candidates and for providing various information to the membership and prospects on programs such as Verification, Exams and CEUs.

### **DUTIES AND RESPONSIBILITIES:**

1. Annual Conference
  - a. manage entire registration process – offsite & onsite
  - b. oversee pre-conference preparations (badges, ribbons, reg. lists, etc.)
  - c. attend conference
  - d. attend all pre- and post conference meetings
2. Committee Activities
  - a. interaction with Membership Committee as necessary
  - b. interaction with Education Committee as necessary
3. Customer Service activities
  - a. incoming & voicemail calls
  - b. copying, faxing, mail
  - c. obtain/answer email requests
  - d. backup for Member Records Administrator
4. Financial
  - a. assist Member Records Administrator with dues payment processing (new and renewals) when necessary
5. Human Resource Activities
  - a. supervise Database & Member Records Administrator & Senior Administrator
6. Office management
  - a. attend staff meetings
  - b. complete monthly timesheets
  - c. contribute to Staff-To-Do-List & Agendas
7. Attend professional development programs

### **SKILLS:**

- \* Working knowledge of computers in a windows environment
- \* Demonstrate excellent oral and written communication skills
- \* Must be able to function as part of a team
- \* Maintain professional and positive demeanor
- \* Good typing skills
- \* Proven accuracy and attention to detail