

## Membership Services Representative

**Position Summary:** The employee in this position addresses client member inquiries, questions and concerns in all areas of membership, certification and product management and is also responsible for all aspects of membership management and event planning and execution.

**Supervised by:** An Account Executive

**Supervises:** No one unless specifically assigned supervisory duties for a specific function or area of responsibility.

**Duties and Responsibilities:** The Membership Services Representative position is responsible for receiving, responding to and directing all member communications from clients. This position provides available information upon requests and escalates issues as appropriate and maintains confidentiality of member records according to the client's policies and procedures. This position is responsible for processing and responding to membership renewal notices, new and renewal member communications, membership recruitment efforts and conference or event registration and order fulfillment. The person in this position is responsible for maintaining accurate paper and electronic client records. This position is responsible for attending all client board and assigned committee meetings. This position is responsible for planning and execution of client meetings, conventions, trade shows, educational opportunities and other similar events. This position is responsible for ensuring that all assigned client websites and social networking communication avenues are current, contain professional content and are responded to in a timely manner. The person in this position is responsible for assuring that adequate supplies and product inventories are in place to function in a timely manner. Other duties as instructed by supervisor from time to time.

**Qualifications:** Is well versed in commonly-used concepts, practices, and procedures within the particular assigned clients. Relies on little or no instructions but utilizes pre-established guidelines, policies and procedures to perform the functions of the job. Works under little supervision and has the authority to discuss policy/procedure change options with client representatives. Needs comprehensive computer, Internet and social networking software knowledge. Must work well with others.

**Education and Requirements:** Requires a high school education with a four-year college diploma preferred and related experience. Has a good understanding of commonly-used concepts, practices, and procedures of assigned clients. Is well versed in Roberts Rules of Order. Can demonstrate and incorporate a general understanding of organizational management concepts and can present a professional image. This position requires a valid Mississippi driver's license and reliable, independent transportation. Must be able to work well with others.

Send resumes, work experience, salary requirements and referrals to: CEO, Association Management Systems, Inc., P.O. Box 15215, Hattiesburg, MS 39404-5215 or by email to [CEO@associationmanagement.us](mailto:CEO@associationmanagement.us). No phone calls please.