

POSITION TITLE: *Member Relations Specialist*

POSITION DESCRIPTION:

Responsible for the efficient maintenance and oversight of membership records and SUPRA electronic lockbox system through electronic mediums, as well as internal hard copy filing system. Interact positively with members in the effective servicing of stated needs.

PRIMARY SCOPE OF RESPONSIBILITY:

- Process membership applications and prepare materials as required to conform to organization policy.
- Maintain membership records in sufficient detail to support communications and demographic research.
- Assist in the development of a process for identifying, recruiting and registering potential members as well as an effective member retention program.
- Generate annual billing and perform posting and collection tasks. Manage accounts receivable within acceptable levels.
- Prepare periodic reports on membership status, development and demographics, identifying areas of opportunity for expansion.
- Coordinate records with other departments as applicable to ensure overall operating efficiency and accuracy.
- Serve as primary point of contact for member relations and provide assistance as needed to service member requests.
- Perform duties as required for SUPRA electronic lockbox administration, to include, but not limited to:
 - *Assignment of Keycards/Keyboxes, completing, distributing and filing all documentation as required.*
 - *Perform monthly product inventory audit and reconciles with receipts/payables.*
 - *Generate reports as required for database maintenance.*
 - *Perform internal billings as applicable.*
- Adhere to Customer Satisfaction Policy and make recommendations for enhancements.

MEMBER RELATIONS SPECIALIST

INTERNAL RELATIONSHIPS:

Individual will report directly to the Chief Executive Officer and interact closely with all other divisions of the organization in order to carry out stated objectives. Key contact area for member inquiries and service functions.

EXTERNAL RELATIONSHIPS:

Interacts closely with the National Association and State Association with respect to the membership base and dues billing/remittance. Handle member inquiries of a service related nature.

PERFORMANCE STANDARDS:

- Membership records and dues billings are organized, current, accurate, and easily accessible by co-workers.
- Displays optimum use of technology contributing to overall operating efficiency.
- Member inquiries are handled efficiently, personably, professionally and expediently.
- SUPRA administrative functions are accurate, timely and appropriate inventory levels are consistently maintained.
- Membership reports are concise and are generated/routed within appropriate timelines.
- Ongoing communication with supervisor and coworkers that results in a proactive and productive team atmosphere.

COMMITTEE LIAISON RESPONSIBILITIES

(1) Member Relations Committee

- Provide comprehensive administrative support and direction to Committee Chair/Members
- Assist with Committee projects, events and/or activities
- Prepare meeting agenda and follow up minutes
- Schedule meetings
- Execute initiatives in order to achieve stated objectives

(2) RPAC Committee

- Process RPAC contributions.
- Reconcile contribution reports between MCAR and PAR.
- Generate weekly transmittals.
- Obtain training on RPAC requirements / regulations.
- Generate reports as necessary.
- Research fundraising alternatives.
- Provide committee support (Meetings, Minutes, etc.).