

POSITION DESCRIPTION

Special Districts Association of Oregon believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent nor the organization to only the work identified. It is expected that each employee will offer his/her services wherever and whenever necessary to ensure the success of SDAO.

Title: Membership Support Specialist

Department: Membership Services

Exempt/Non-Exempt: Non-Exempt

Reports To: Director of Association Services

Hiring Range: Contact hr@sdao.com for information on salary range

New position Position change Updated

General Position Summary:

The Membership Support Specialist is responsible for providing administrative support activities for the Membership Services Department which includes being responsible for reception duties in the SDAO office.

Essential Functions/Major Assignments:

- Regular, reliable and predictable performance of duties.
- Must be available and accessible during regular work hours.
- Provides back up support for the Marketing and Communications Specialist for the management of content of the SDAO website and ADP homepage.
- Maintains membership information in IMIS association membership database to ensure accurate and current membership contact information.
- Responsible for the full cycle generation of statements for membership dues and tracks these payments in SDAO association membership database system.
- Provides assistance in a variety of capacities in the organization and execution of the Annual SDAO Conference as well as any other events SDAO may host (such as the annual golf tournament).
- Provides front end customer support for website issues such as creating accounts in the IMIS system and gaining access to the SDIS Insurance Site.
- Generates reports from database.
- Assists with maintenance of reference library database including making PDFs of documents, creating files in the database and linking documents.
- Provides membership database administrative support including but not limited to:
 - Designing customized reports
 - Troubleshooting backend database problems
 - Overseeing accuracy of data maintained in the database
 - Providing customer support for website issues
- Responsible for managing the reception desk while providing exceptional customer services to internal and external customers; including but not limited to managing incoming phone calls, office supplies, mail/correspondence

- Provides excellent customer service to member districts by responding to all email/voicemail inquiries during regular office hours but within 24 hours, excluding holidays and weekends; directs all inquiries to appropriate SDAO departments.
- Provides back up to Administrative Support Specialist for the set up and facilitation of online trainings, webinars, conferences etc., as requested using approved virtual platforms.
- Responsible for executing large mailings from the Membership Services Department.
- Provide backup support for taking Board of Directors, Board of Trustees, and committee meeting minutes.
- In coordination with the Administrative Support Specialist, apply for continuing education credits with the state Insurance Division for any requested trainings and assist with the tracking and submitting for continuing education credits with Society for Human Resource Management (SHRM).
- Assists with fielding Salem office building related matters including but not limited to maintenance requests, parking lot assignments, and security issues.

Secondary Functions:

- Work closely with and provide support to the Administrative Support Specialist in providing excellent service to both internal and external customers
- All other duties as assigned

Job Scope:

- Limited need to analyze problem or concepts or make decisions on the information.
- Work is routine with regular supervision
- Occasionally encounter some variations from the norm and are encouraged to suggest ways for handling these but are not granted the latitude to take final action.
- Processes and procedures are well defined.
- Must be able to foresee issues associated with own work and identify future needs for supplies, equipment, resources which would stall operations or activities.

Supervisory Responsibility:

- None

Interpersonal Contacts:

- Some interaction with those inside and outside the organization to exchange factual information.

Specific Job Ability:

- Must have, or be able to obtain, a thorough knowledge and understanding of SDAO and its services and the membership associates
- Must have, or be able to obtain, a strong working knowledge of the various databases and associated software programs
- Must have excellent customer services skills
- Must have excellent communication skills both verbally and in writing
- Must have strong organizational skills with a strong attention to detail
- Must have the ability to perform the essential functions of the position with continuous interruption
- Must be able to respond to membership and other customer complaints, requests, and inquiries in a professional and timely manner
- Must be present at reception desk during office hours; must be able to maintain a firm schedule with limited flexibility
- Must be available and accessible during work hours

Specific Job Effort:

- There is minimal physical effort required for this position. Physical effort is limited to such as light lifting, carrying or movement.
- There is minimal variation in tasks. The job holder is free to determine in which order tasks are completed, however cannot choose to not complete a task.

Education, Experience, and Certification/Licensure:

Required

- High school diploma or equivalent
- Minimum of one year of front office and data entry experience
- OR
- An equivalent combination of education, training, and experience sufficient to successfully perform the essential duties of the job

Desired

- Experience with creative writing and editing.

Job Conditions:

- This position operates in a professional office environment.
- Standard work schedule is Monday through Friday during business hours, with little variance without advance notice. This position is not eligible to work a hybrid schedule of scheduled in office and work from home and is required to be in the SDAO office during regular working hours.
- Routinely uses standard office equipment, especially computers and mobile devices
- In performance of the duties of this job, the employee is occasionally required to stand; walk; sit; use hands and fingers to handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear; and drive an automobile.
- The employee must occasionally lift or move office products and supplies, up to 20 pounds.
- This position does require travel within the state of Oregon, including overnight

Appointees will be subject to completion of a standard probationary period.

The essential physical abilities described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skill required of all personnel so classified. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.