
Membership Associate Job Description

The Professional Services Council (PSC) seeks a Membership Associate who will be responsible for supporting PSC's membership department and membership base and conducts general customer service activities. The ideal candidate will support PSC's membership function through database administration, event support membership services, and membership retention support.

The Membership Associate supports the Vice President of Membership and Marketing and Director of Membership through:

Membership Services Support

- Serves as primary and initial contact for customer service related calls, fielding questions, issues, etc.

Retention Support

- Coordinates monthly renewal letters, emails, and other membership related communications.
- Coordinates the scheduling of membership engagement sessions.
- Generates reports for insight into membership engagement.

Database Administration Support

- Responsible for data quality, ensuring contact information and critical data points are kept up-to-date.
- Works with the Director of Membership to alter the database to meet the changing needs of internal staff and the organization.
- Maintains accurate records for reports of membership activities.
- Administers the relationship side of the membership database, updating contact information, processing dues and renewal cycles and supports the VP of Finance on issues pertaining to membership dues.
- Generates standard reports upon staff request.
- Maintains various retention dashboards.

Event Support

- Supports the events department in setting up meetings for the IMIS database and the PSC Web site.
- Ensures membership materials are available for meetings.
- Serves as the membership liaison for the events department.
- Reports performance metrics for events and alerts staff of low attendance.
- Creates and distributes event sign-in/attendance sheets.
- Where appropriate, follows up with attendees and ensures their engagement in various committee/taskforce distributions.

Desired Skills and Software Experience

- Proficient in Microsoft Office.
- Understanding of AP style guidelines and a strong eye for editing.
- Experience with customer relationship management (CRM) platforms (iMIS a plus).
- PMP certification a plus.

Requirements

- Must have a Bachelor's degree in marketing, business management or related field; or equivalent combination of education and experience.
- One or more years of experience; non-profit experience a plus.
- Excellent oral and written communication skills; ability to relate well to others, both individually and in groups.

PSC's compensation package includes: • Medical, dental, vision, life and disability insurance • Holiday pay and annual bonus • Annual salary reviews • 401(k) retirement savings plan • On-site gym • On-going training and career development • Continuing education and tuition reimbursement.

Please submit cover letter, resume and portfolio. No phone calls please.

PSC does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.