

## POSITION DESCRIPTION

The Links, Incorporated and The Links Foundation, Incorporated

Job Title & Department: **MEMBERSHIP SPECIALIST**

Position No.: *tbd* (TLI)

Reports To: **Director, Membership Services**

FLSA Status: **Non-Exempt**

Pay Group:  Executive  Administrative  Other

Appointment Type: **At-Will**

Date Certified: October 1, 2018

Job Series/Competency Level: **Membership Level 3**

---

### **INTRODUCTION**

This position is responsible for providing National, Area and Chapter executive leadership of The Links, Incorporated (hereafter The Links) and its members with personal contact on issues related to membership and membership services, including induction of new members, the maintenance of accurate records on existing and past members; and ensuring chapters have all the information needed to abide by The Links' membership requirements. The broad responsibilities are to ensure accountabilities and responsiveness to addressing member needs from the headquarters Membership Services team.

### **REPORTING RELATIONSHIPS**

As a non-exempt employee, the incumbent in this position reports to and operates under the day-to-day supervision of the Director, Membership Services (or designee). Supervision is given on broad terms of the overall mission, function and defined goals and objectives whereby the incumbent is expected to independently identify, execute, and manage incremental milestones and tasks necessary to attain such goals with minimal need of direction or supervision. Performance is reviewed in terms of program goals and objectives, budgetary implications, national priorities and overall feasibility and effectiveness in meeting requirements or expected results. This position has no supervisory responsibility.

### **MAJOR DUTIES AND RESPONSIBILITIES**

The incumbent of this position is responsible for executing and managing the following major duties:

- Serves as liaison to chapters and chapter officers providing assistance with online data processing and retrieval.
- Handles day-to-day membership issues and inquiries.
- Verifies and maintains accurate data in the master and control files of the SQL database. Monitors system processes to ensure accuracy of data posting.
- Identifies and researches data errors or inconsistencies within the database and recommends appropriate corrective action.
- Applies continuous improvement techniques and methods to internal processes and systems to increase efficiency of data and customer service.
- Prepares custom and ad hoc reports utilizing Crystal Reports.
- Reviews and contributes to design and new development efforts on database requirements.
- Possesses skills to perform above duties on projects related to database development, report development, tool development, and process workflows.
- Incumbent performs other related duties as assigned.

## **QUALIFICATION REQUIREMENTS**

The incumbent must possess the required knowledge, abilities and skills to be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed to meet the following requirements:

- Familiarity with a variety of the field's concepts, practices, and procedures to guide judgment in planning and accomplishing goals and objectives.
- Demonstrated effective interpersonal skills and rapport in dealing with the public.
- Excellent oral and written communication skills.
- Excellent customer service skills
- Proficiency in writing, grammar, spelling, and mathematics.
- Ability to establish and maintain effective working relationships with team members, internal and external clients, and other stakeholders.
- Ability to maintain confidentiality of work related information and materials.
- Ability to handle multiple tasks with limited supervision and in a fast paced environment.
- Maintain specialist-level competency as defined in the organization's Statement of Competencies for Membership Services positions.

## **EDUCATION**

A Bachelor's Degree in Business, English, Communications or a related field is preferred, plus at least 3 years of specialized experience. Substitution of experience in lieu of the educational preference may be considered in the case of extensive Specialized Experience as defined by all requisites below.

## **SPECIALIZED EXPERIENCE**

- Experience with responsibility for membership and membership services functions in a membership organization.
- At least 3 years' hands-on experience with MS SQL or similar membership management systems.

## **COMPUTER SKILLS**

Literacy and fluency in use of Microsoft Office software (particularly Word, Excel, Access, and PowerPoint) is required. Additional experience with membership-related software (e.g., MS SQL, iMIS, CRM, etc.) that may be available to assist with meeting organizational goals is preferred.

## **PHYSICAL REQUIREMENTS**

- Occasional lifting of objects up to 10 lbs.
- Subject to standing, walking, sitting, bending, reaching, pushing and pulling.
- Occasional travel is required.

## **OTHER REQUIREMENTS**

A pre-employment comprehensive background check may be required for this position upon a formal offer of employment and may be conducted at any time throughout the employment life cycle. However, information of record in the background check does not automatically disqualify an applicant or employee.

\* \* \*