

Job Title: Member Services Associate

Department: Member Services

Reports To: Director of Member Services and Communications

FLSA Status: Non-Exempt (or Exempt, as applicable)

Location: Remote

Position Summary

The Member Services Associate provides customer service to members and member schools and helps members navigate professional development pathways and event registration — including teaching members how to find resources and complete these processes on their own. The role also assists with administrative operations and with outreach to members to enhance member experience. Strong organizational, communication, and customer service skills are required, along with the ability to work collaboratively in a team environment.

Essential Duties and Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide responsive, professional customer service to members via phone, email, and other communication channels
 - Maintain member records and databases, ensuring accuracy and confidentiality
 - Process membership applications, renewals, payments, cancellations and inquiries
 - Monitor and respond to general member inquiries and requests
 - Synthesize and channel member insights to leadership and provide feedback on the member experience
 - Perform general administrative duties such as data entry, scheduling, and document preparation
 - Maintain compliance with organizational policies and applicable regulations
 - Perform other duties as assigned
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Preferred Qualifications

Education:

- Associate's degree or equivalent experience preferred
- Level I Certification in any discipline preferred

Experience:

- 1–3 years of customer service, membership services, or administrative support experience preferred

Skills and Competencies:

- Strong customer service and interpersonal skills
 - Excellent written and verbal communication skills
 - Strong organizational and time management skills
 - Attention to detail and accuracy
 - Ability to manage multiple tasks and deadlines
 - Proficiency in Microsoft Office or similar software systems
 - Ability to work independently and as part of a team
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Work Environment

This position typically operates in a professional office environment or remote setting. The role routinely uses standard office equipment such as computers and phones.

Physical Requirements

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job.

- Ability to remain in a stationary position for extended periods
 - Ability to operate a computer and other office equipment
 - Ability to communicate information and ideas clearly
 - Ability to occasionally move items weighing up to **10–25 pounds**
 - Ability to move about the office or event location as needed
 - Ability to travel occasionally to meetings or events, if applicable
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ADA and Equal Employment Opportunity Statement

The organization is committed to providing equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the position in accordance with applicable laws.