

JOB DESCRIPTION

Position Title: Member Coordinator

Reports to: Executive Officer

Position Type: Contract (maternity leave)

BASIC FUNCTION

Under the direction of the Executive Officer, the Member Coordinator is the key point of contact for PKAR members. The Member Coordinator is responsible for answering member/non-member inquiries regarding membership, sponsorship/partnerships, education and events, MLS, and any general questions related to member services in a thorough and professional manner. This role will take ownership of member services and satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service/Member Services

- Onboarding of new members, develop and prepare onboarding package and work with MarCom to schedule new member orientation training
- Assists members with the login and password process for association systems
- Provides technical assistance to members for online Association systems
- Meet with brokerages on a quarterly basis and present to staff on behalf of the Association
- Answer detailed member questions regarding association, CREA, and OREA
- Develop resources for members as needed
- Manage interboard listings for input by administrative staff
- Solicit volunteers for committees, fundraising, and events
- Responsible for volunteer recruitment
- All other member service tasks as required

Member Management Administration

- Input and maintain accurate membership-related information
- Process new member applications and membership renewals
- Work with Mar/Comm on member messaging
- Serve as a member advocate to improve the overall customer experience
- Responsible for annual member satisfaction survey
- Participate in relevant Association committee meetings
- Facilitates new member introductions - link new members with existing members with similar interests
- Perform assignments that may be requested by Committee Chairs, Board of Directors, or Executive Officer as directed

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent organizational skills required
- Must be proficient in Microsoft Office Suite and comfort with online applications
- Must have effective communication skills, both verbal and written and the ability to present to groups
- Ability to maintain a positive, courteous, and professional demeanor while conversing with members is essential
- Must possess ability to comprehend and retain detailed information regarding all PKAR services, courses, and events
- Must be innovative, detail-oriented, and member dedicated
- Requires the ability to work independently and establish priorities
- Must have the ability to travel to member offices as needed

EXPERIENCE/EDUCATION

Minimum of two years of customer service experience required. College courses in related field a plus. Database systems experience preferred. Previous Association experience a plus.

WORKING CONDITIONS

Majority of work performed in a general office environment