

MEMBERSHIP SERVICES ASSOCIATE

The Association of Community College Trustees (ACCT) is a non-profit membership educational organization comprised of over 500 governing boards and over 6000 trustees who govern public community, technical and junior colleges across the U.S. and abroad. ACCT's Board Leadership group provides training and educational opportunities including board retreats, self-assessments, and CEO evaluations for community college trustees and governing boards. For more information about ACCT go to www.acct.org.

ACCT is looking to hire a Membership Services Associate, who will be reporting to the Director for Member Engagement, this position will be responsible for providing programmatic, research, and logistical support to ACCT's senior staff. This position focuses on three primary areas that comprise membership services: member activities and data management; the awards program; and board elections. The position includes the handling of sensitive and confidential information and involves working independently and in teams and exercising good judgment and decision making. The position also provides administrative support to the Vice President of Membership and Educational Services.

RESPONSIBILITIES:

Member activities and data management

- Administer, maintain, and operate the association management system (AMS) to support ACCT members and staff:
 - Maintain data integrity through regular customer updates, reconciling duplicate records, etc.
 - Administer access to member portal for board liaisons in updating/maintaining their board rosters and demographics, and provide other support as needed.
 - Create and distribute reports as needed.
 - Lead the collection of annual membership dues via AMS for over 500 members.
 - Use AMS to produce materials for member mailings for annual dues, voting delegate letters, and lifetime memberships, e.g. mailing labels, mailmerge letters, etc.
- Support membership events and engagement.
 - Serve as staff liaison for coordinators network, including scheduling and facilitating regional membership meetings and state coordinator meetings, gathering coordinator updates and providing periodic reports.
 - Send membership communications via email marketing software and AMS.
 - Monitor and manage general email inboxes in order to respond to membership-related inquiries, and forward messages to other staff pertaining to their work.
 - Contribute content to ACCT Connect online learning and networking platform.

Annual awards program

- Coordinate the annual regional and association award nomination and selection process including updating members on opportunities. Compile awards packets, communicate with selection

committees throughout the process and notify winners.

- Work with other ACCT staff as necessary to solicit and compile materials for the awards program book for ACCT's annual Leadership Congress. Work with contracted design team to produce the program book and physical awards to be presented at the Leadership Congress.
- Coordinate awards-related activities for the Leadership Congress conference. Solicit and manage RSVPs to awards presentations and respond to inquiries. Assign seating to award winners and guests at presentation events.
- Respond to member inquiries and requests for information about awards. With colleagues, monitor and respond to emails that pertain to awards.

Board elections

- Provide materials and assist with edits on first draft of the Advisor and candidate website to prepare for annual elections. Inform membership of openings and respond to inquiries about the nomination process.
- With ACCT communications staff, contribute to scripts for caucuses and senates at ACCT's annual Leadership Congress and prepare other caucus materials as necessary

Team participation

- Attend and participate in staff meetings.
- Attend and assist with ACCT events, including national conferences, shorter in-person events and meetings, and virtual events.
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- Assist internal departments such as accounting, public policy, and board services with membership reports and needed updates to AMS).
- Perform other duties as requested to support the Director, Vice President, and other staff in relation to responsibility areas outlined above, such as creating PowerPoints, performing research, preparing documents, etc.

REQUIRED SKILLS, ABILITIES, COMPETENCIES

- Competency with Microsoft Office Suite, including Word, Excel and PowerPoint. Interest in and aptitude for figuring out technology tools and products.
- Strong creative thinking and problem-solving skills.
- Ability to work under the pressure of tight deadlines.
- Proactive, participative, and collaborative work style.
- Excellent written and oral communication skills.
- Understanding of and commitment to the ACCT's mission.
- Ability to work independently on assigned tasks with management support as needed.

DESIRED EXPERIENCE

- Experience with customer relationship management systems and/or databases.
- Project coordination experience.
- Background and/or interest in higher education.
- Knowledge of non-profit administrative functions.

ACCT offers a competitive salary for this position annualized at \$60,100 – \$68,000 based on skills and experience. We also provide a collegial environment and comprehensive benefits including medical, dental, vision, life and disability insurance. We prioritize your future with access to a retirement plan and a flexible spending account. Further, we offer a 37.5 hour work week and paid time off benefits. Please forward a letter of interest and resume to: hr@acct.org. Must pass criminal, credit background check, and professional references check.

ACCT is committed to hiring and retaining a diverse workforce. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.