



Position Description

POSITION TITLE: Member Services Specialist

POSITION CLASSIFICATION: Full-time/Hourly

POSITION SUMMARY PURPOSE

The Member Services Specialist provides administrative support for staff in the areas of public policy, communications and investor relations. Primary responsibilities include committee coordination, event logistics, and communications support.

REPORTING RELATIONSHIP

Reports to: Vice President of Member Services

QUALIFICATIONS

- Ability to work independently.
- Excellent written and verbal communication skills.
- Strong organizational and planning skills.
- Excellent time management skills.
- Strong attention to detail and problem-solving skills.
- Basic understanding of administrative and clerical procedures and systems.
- Ability to learn and utilize custom software for creating emails, editing webpages, and producing basic graphics.
- Excellent interpersonal and customer service skills.

RESPONSIBILITIES AND DUTIES

- Work with team lead to coordinate committee activities:
 - Maintain accurate committee membership lists.
 - Assist with scheduling, tracking RSVPs, and keeping attendance records.
 - Handle physical logistics of meetings, including assembling printed materials, room set up and catering.
 - Attend meetings and take minutes as requested.
- Work with team lead to coordinate events for members and the public:
 - Track registrations, send invoices, handle payments and update member data.
 - Secure event space and handle physical logistics including assembling printed materials, room set up, catering and AV/tech support.
 - Ensure deliverables for event sponsors are fulfilled.
 - Track expenses to ensure event stays within budget.
 - Work with team to facilitate event marketing materials and communication to members.

- Assist with member communications, including social media management, basic editing and production of graphics using templates on organizational platforms, and proofreading documents.
 - Produce, edit and distribute emails to members using established templates.
 - Edit and maintain information on the organization's website and ensure content is up to date.
 - Coordinate placements and invoicing of digital advertisements.
- Provide administrative support to team members to ensure expedient and efficient workflow. Assist with credit card statements, mileage reports, budget tracking and ordering supplies.
- Maintain member database by entering new and updating member information.
- Coordinate with established vendors for deliveries and mailings.
- Prepare invoices as needed.
- Perform other duties and assume other responsibilities as assigned.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required.
- Post-secondary degree/certification preferred.
- Proficiency in Microsoft Office products and database programs.
- Experience in using digital platforms to edit/maintain websites, produce emails and create basic graphics is preferred but not required.

PHYSICAL REQUIREMENTS

- Prolonged periods of sitting at a desk and working on a computer, with intermittent walking and climbing stairs.
- Able to lift 20 pounds periodically, while squatting and/or bending.

TO APPLY: To apply, send resume and cover letter to Jennie Doyen at jdoyen@siouxfalls.com.
Review will begin Nov. 29.