



Position Description

POSITION TITLE: Member Services Specialist II

POSITION CLASSIFICATION: Full-time/Hourly

POSITION SUMMARY PURPOSE

This person works as part of a team to provide administrative support for the organization. Primary responsibilities include general office administration, data management, and customer service.

REPORTING RELATIONSHIP

Reports to: Vice President of Member Services

QUALIFICATIONS

- Excellent interpersonal and customer service skills.
- Strong attention to detail and problem-solving skills.
- Strong time management skills and ability to prioritize tasks.
- Basic understanding of administrative and clerical systems.

RESPONSIBILITIES AND DUTIES

- Maintain member records within organization's Customer Relationship Management system. Includes routine data entry, generating reports and logging contacts.
- Maintain filing system to facilitate prompt referral of information. File documentation as requested, including preparation and filing of new and canceled member records.
- Serve as primary back up for receptionist duties. Includes fielding questions from the public on general information about Sioux Falls and the surrounding area.
- Prepare and send routine mailings – invoicing, statements, onboarding packages, etc.
- Process member requests for Certificates of Origin.
- Schedule and prepare ribbon cutting ceremonies, including coordinating volunteers and ensuring materials are organized in advance of the event.
- Work with team lead to coordinate the activities of committees of volunteers, including scheduling, roster management, and record keeping.
 - Handle physical logistics of meetings, including assembling printed materials, room set up and catering.
 - Attend meetings and take minutes as requested.
- Perform other duties and assume other responsibilities as assigned.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent required. Post-secondary degree preferred.
- Proficiency in Microsoft Office products and database programs.
- Familiarity with Sioux Falls and the surrounding region preferred.

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.
- Hold a current driver's license.

TO APPLY: Send cover letter, resume and references to Jennie Doyen at jdoyen@siouxfalls.com.