



INDIANA STATE TEACHERS ASSOCIATION

Job Description

CONSISTENT WITH THE ISTA AFFIRMATIVE ACTION PLAN, MINORITIES, WOMEN, PERSONS WITH HANDICAPPING CONDITIONS, ALL AGES, DISABLED VETERANS AND VETERANS OF THE VIETNAM ERA ARE ENCOURAGED TO APPLY.

JOB TITLE: Member Resource Center Associate/Membership Report Developer

SALARY CLASSIFICATION: B

I. General Description of the Position's Function and Purpose

This position is one of the central points of contact for the Association regarding membership and its benefits and provides professional, courteous, and knowledgeable answers to member and staff questions. The position is primarily responsible for analyzing the data within the membership system to develop reports and dashboards. The position is also responsible for communicating with ISTA members and staff, both in response to inquiries and proactively to individual members and leaders and thus requires excellent verbal and written communication skills. The position is assigned to the central office and emphasizes teamwork within a positive and collaborative environment. The qualifications listed below are those qualifications required for the position but do not encompass all those activities which may be included in the responsibilities and performance expectations of the job. There are certain daily activities related to the individual's job which may be performed regularly but are too general in nature to include.

II. Qualifications:

- Graduation from a standard high school or vocational school. Post high school preferred.
- Knowledge of the internal and external functions of the Association.
- Excellent technology skills, including proficiency in Microsoft tools, current communication mediums, Internet navigation and the operation of common office equipment.
- Experience working with and developing/writing reports in the Salesforce CRM platform.
- Proficient in office routines and administrative procedures.
- Demonstrated understanding of and accuracy in English grammar, spelling, punctuation, proofreading, and accepted typing styles and formats.
- Proficient in the entry and manipulation of data.
- Ability to create spreadsheets and databases.
- Ability to accurately process and maintain administrative and fiscal records with great attention to detail.



- Demonstrated ability to communicate clearly, tactfully, courteously and effectively, both verbally and in writing.
- Experience and success in defusing difficult situations in a tactful and courteous way.
- Ability to work effectively and harmoniously with others in person and on the telephone and in a team environment.
- Demonstrated experience and success working effectively under pressure in solving problems and meeting stringent timelines.
- Experience using sound judgment in making decisions and working independently and with minimum supervision on responsible and confidential assignments.
- Ability to carry out assignments with minimum instructions.
- Ability to troubleshoot and solve problems.

III. Specific Duties and Responsibilities

- Acquire and maintain an understanding of Association membership requirements, benefits, services, philosophies, structures, policies and programs. Be able to effectively communicate that understanding to others in person, on the phone and in writing.
- Acquire and maintain an in-depth knowledge of the membership system to be able to develop reports and dashboards to extract membership data used in various aspects of the Association.
- Act as the primary contact for developing new reports to assist the Association with tracking various membership data points
- Work with a team of others as the central point of contact for the Association regarding membership and its benefits.
- Answer incoming calls, emails, online chat messages and other communications from members, leaders, staff and others providing accurate and timely resolutions to issues.
- Make outbound contacts to members and leaders to resolve issues of dues non-payment and other membership processing exceptions.
- Make outbound contacts to members and leaders as a mechanism for outreach and to promote the Association.
- In a professional and courteous manner, influence members to accept the rationale of decisions and actions relating to their membership. Engage members in a tactful and diplomatic manner concerning issues that may be confidential and sensitive in nature.
- Process membership in the Association's membership system of record competently with great attention to detail and accuracy.
- Participate in the development and distribution of materials to field offices and locals, collection of materials, input of data into the membership system, generation of reports to locals and all other correspondence with members and locals regarding membership processing.
- Respond in a timely manner to all inquiries.



- Assist with membership enrollment as needed.
- Correspond with locals on a regular basis to ensure accuracy of membership records.
- Assist with training local leaders and members as needed.
- Prepare reports relating to membership as needed.
- Assist the finance and accounting department with the reconciliation of membership data on a regular basis.
- Participate in the development of membership materials as needed.
- Perform reasonable miscellaneous job-related activities assigned by Supervisor or the Executive Director or designee.