

Job Title: ASG Member Services Coordinator
Reports To: Account Manager
Location: Lagrange, Georgia
FLSA Status: Full Time, Non-Exempt
Pay: Starting pay between \$16 - \$20/hour based on experience

Association Services Group is a full-service association management company serving trade and nonprofit organizations in Georgia and throughout the United States. Our services include membership management, event planning, coordination and onsite support, virtual event management, member program coordination, certification program management, governance and strategic planning, and complete financial management.

Our mission is to provide the highest level of service we can help these trade organizations and nonprofits meet their goals. The key to success here at ASG is to hold fast our 5 core values:

- **Choose Happiness:** We practice professionalism and compassion in every interaction, and we embrace positivity.
- **Put Others First:** With clients and fellow team members, in the community and as a company, we believe in putting others above ourselves.
- **Pursue Excellence:** Excellence is the expectation at ASG, and we are in constant pursuit. We are always seeking to improve our craft.
- **Commit to Integrity:** We hold fast to truth and never compromise character.
- **Seek Creative Solutions:** We don't give up; we pursue innovative solutions and step out of the box to find the best answer to a problem.

ASG Employment Benefits include:

1. Remote Work Opportunities
2. Generous PTO and Holiday time
3. Flexibility of Work Schedule
4. 401(K) plans with Employer Match
5. Paid Family Leave
6. Medical/Dental/Vision Insurance
7. Professional Development opportunities

To apply – email resume, and 2-3 references to keoxford@asginfo.net with “ASG Member Coordinator Position” as the subject line.

Position Purpose and Summary: The Member Services Coordinator is an entry level position that functions in a key role to support ASG Executive Directors and single project clients with administrative support, membership services and strategy and meeting management as needed. This position will provide the services outlined below based on the needs of ASG clients.

Key responsibilities for Member Services include:

- Serving as primary point of contact for customer service inquiries. Identify and respond to customer needs. Report on customer concerns to Executive Directors for appropriate adjustments of offerings, processes, etc. in the future.
- Provide excellent customer service via phone, email, and posted mail to client members, their staff, suppliers, and other stakeholders.

- Track member applications and prepare for review
- With a minimum of oversight, act quickly, diplomatically, and in the best interest of the client to respond to, triage and follow-up as necessary all requests for assistance, ensuring that calls and emails receive a response within two business days.
- Document processes and procedures for member services, update as needed, and recommend process improvements.
- Demonstrate and apply knowledge of client membership history, due's structure, member benefits, website resources, committees, staff roles, communications channels, governance policies and procedures to assist members.
- Take the lead on payment follow-up for membership candidates. Follow-up on accounts receivable related to membership dues and product sales. Reconcile expenses and ensure timely processing of invoices.
- Assist the account manager in the preparation of meeting agendas and meeting materials for board meetings
- Work with Account Manager and Executive Directors to plan, organize, and direct membership promotion and retention programs and evaluate results.
- Maintaining databases of members, prospective members, registrations, attendees, exhibitors, suppliers and/or other lists as requested by the association.
- Responsible for the project support of assigned association(s), projects, programs, or meetings. Understanding the client's scope of services to be provided by ASG will be critical to job performance.
- Provide general assistance to the staff with membership-related issues.
- Other duties as assigned by the client executive director.

Job Requirements:

- Experience working remotely, within a small team environment wearing multiple hats.
- Demonstrate strong collaboration skills across all levels. Possess leadership qualities including empathy and accountability, that you draw on to form strong relationships with colleagues, members and external stakeholders.
- Ability to address/resolve member issues quickly, using a clear, thoughtful manner and "member first" service perspective. Comfort and skill mastering, interpreting or implementing management policies or operating practices.
- Knowledge of Microsoft Office products particularly Word, Excel, and PowerPoint.
- Service-oriented attitude and the desire to work with/for multiple people with a variety of personality-types and various levels of need for support.
- Creative and innovative with the ability to work efficiently and meet deadlines. You have a proactive and positive approach to process improvement and learn on the fly.
- Some travel is required for this position. All required travel will have at least two days' notice.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: Work is performed in an office setting, sitting in front of a computer approximately 80% of the time. Must be able to lift to 15 lbs., push and pull up to 15 lbs..

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

