



Position Title:	Program Coordinator I, Member Services	Date: 5/2018
Classification:	Membership Services III	
Salary Range:	Membership Services III	
Department:	Education and Member Services	
Acceptable Job Titles:	Program Coordinator, Member Services	
Employment Status:	At-will	
Position Reports To:	Department and Member Services Manager	
Positions Supervised:	None	
Judgment Exercised:	Important	
Overtime Status:	FLSA (Non-Exempt)	

Position Purpose

Using superior communication and organization skills, coordinate the League's professional department activities and meetings; develop education content; and coordinate awards programs for: City Clerks, Fire Chiefs, Fiscal Officers, Personnel and Employee Relations, Planning and Community Development, Public Works Officers, Local Streets and Roads Needs Assessment Contract. Build and maintain membership participation in League departments. Act as a primary point of contact for membership inquiries.

Essential Functions

Professional Departments

- Lead staff for professional department leadership meetings (monthly conference calls and two in-person meetings): write agenda, prepare presentations, work with Education for meeting set-ups, send save-the-dates/reminders, prepare agenda packets, conduct meetings to review the flow of event, brief and provide talking points for presenters/leadership
- Bring enthusiasm and energy to the League's professional departments
- Build a list of professional department networks that the League can use for advocacy, networking and outreach
- Communicate professional department scheduling to other League staff to ensure participation in meetings and conference calls as needed (Executive Director, conference, advocacy, public affairs, administrative, etc.)
- Contact with new active professional department members: send new member packet, provide contact information for update in membership database, add to listservs and League newsletter distribution
- Coordinate reports from professional department leadership to other members
- Coordinate League Priority subunit reports for assigned professional departments (twice a year)
- Coordinate special projects and working groups for professional departments

- Coordinate and participate on conference calls with other associations (CCAC, APA)
- Create an overall professional department work plan and list of history, traditions, and accomplishments
- Create and implement professional department leadership succession planning
- Develop content for the department's portion of the League's website
- Ensure communications include relevant event, professional department, organization and advocacy information
- Ensure that assigned professional departments perform within budget
- Identify and recruit members to participate in working groups
- Support for subunit training for professional department leadership
- Maintain regular communication with professional department president
- Make sure the professional departments follow League and Department bylaws
- Market and run professional department elections

Member Education

- Attend conferences for assigned professional departments; staff member services information table, attend networking events and recruit new active members
- Serve as onsite contact for members of the press when the Communications Department is not present
- Coordinate speakers and on-site meeting activities for professional department meetings
- Develop content/speakers for webinars
- Develop ideas and panels for meetings, educational conferences, workshops and programs

Other

- Attend Policy Committees (January, April, June) to connect with active members; assist legislative unit by taking notes or passing microphones during committees
- Coordinate and contribute to development, writing, editing and production of publications
- General research; survey development and tabulation
- Have an ability to review enacted programs
- Participate on weekly conference calls with regional managers

Job Qualifications

Knowledge of:

- Basic association management practices and membership services
- Basic city government organizational structures
- Strong written and oral communication skills
- Proficiency with Windows computing environment and the following aspects of the Microsoft Office software package: Word, Excel, PowerPoint, Calendaring, and e-mail
- Intermediate word processing skills using Microsoft Word software: columns, tables, merge letters, boxes, auto text, styles, templates, macros, formatting, headers, footers, footnotes, indexing
- Intermediate spread sheet skills using Microsoft Excel software: formulas, formatting

- Intermediate design and layout skills using Microsoft PowerPoint software
- E-mail and electronic calendaring
- Correct English usage, spelling, grammar and punctuation
- Modern office methods, procedures and equipment including filing systems, business correspondence and report writing
- Fundamental meeting planning, scheduling, calendaring and conference call procedures
- Organization, procedures and operating details of a membership association
- Federal, state, and local government organizations and governing process
- Principles and practices of general administrative office management
- Website maintenance and posting

Ability to:

- Build strong working relationships with a wide variety of people
- Sustain a positive, can-do attitude and commitment to customer service (for both internal and external customers)
- Be self-supervising and self-directive, follow through on necessary tasks without being asked
- Manage conflicting demands on time and multiple tasks involving multiple co-workers; maintain and exhibit flexibility
- Work under pressure and tight deadlines
- Organize and prioritize workload and manage competing demands
- Fully utilize and operate assigned office equipment and machines, including office automation equipment
- Type accurately at a speed of 45 words per minute
- Proficiently perform intermediate word processing using Microsoft Word and intermediate spread sheet processing using Microsoft Excel
- Understand and follow both oral and written instructions
- Proofread typed materials accurately
- Edit materials
- Meet deadlines
- Understand overall organizational goals and priorities
- Travel regularly throughout California (flying, driving, train) to provide on-site staffing to single- and multi-day meetings; travel is 10 – 15 percent of time; overnight stays of 2-3 nights in a row required
- Lift up to 25 pounds

Desirable Experience and Training

Any combination equivalent to experience and education that could provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three to five years of increasing experience in the area of association management; membership services; and/or general administrative office management.

Education:

An Associate of Arts or a Bachelor's degree from an accredited college. A bachelor's degree in any related field from an accredited university is preferred.

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching and light lifting. Regular and consistent in-person interact and continuous talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform some essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Occasional automobile and airline travel required in normal course of job performance.

Equipment Used

Computer, keyboard, mouse
Smartphone

Copier
Telephone

Scanner
Projector/TV
