MEMBER RELATIONS AND ADMINISTRATIVE COORDINATOR

**BASIC FUNCTION:**

**The Member Services and Administrative Coordinator is who keeps the rest of the Association relative and relatable. This position is responsible for the first impression of the Florida Recreation and Park Association**. As the Member Services and Administrative Coordinator, you will answer phone calls and receive emails from people who have never before experienced all our Association offers and YOU get to be the one to make them feel welcome and attended to. By maintaining the membership database with accuracy and a holistic view point of its important role in the organization, you will ensure that all other programs, communication, events, decisions, etc. that stem from information within the database are positive and precise. You are a relationship builder, and that will be evident throughout your position here at FRPA.

**ORGANIZATION**

This position will report to the Chief Executive Officer. There will be travel around the state of Florida throughout the year. This position requires independent work and some independent judgment.

**RESPONSIBILITIES AND TYPICAL TASKS OR ASSIGNMENTS:**

**MEMBERSHIP**

Oversee the membership program of the Association, in conjunction with the Chief Executive Officer.

* Interact with FRPA members and potential members on a daily basis by answering calls and emails.
* Serve as staff liaison to the Membership Committee. Work with the Membership Committee to communicate the needs of the membership, and the programs of the Association.
* Understand that the validity and accuracy of the membership database is extremely important and maintain it as so.
* Process all invoicing for memberships.
* Process the distribution of membership packages.
* Analyze trends in membership growth/decrease.
* Prepares monthly reports of membership growth/decrease.
* Work to introduce new Commercial Members to the Professional Membership via other opportunities within the Association.
* Work in concert with Committee Chairs and the Chief Executive Officer to most effectively serve the needs of the membership.
* Oversee and maintains records on requests for membership, labels, rosters, etc.
* Be aware of trends and possible membership service enhancements and recommend changes to the Chief Executive Officer.
* Receive and process registrations and other miscellaneous payments.
* Gather member information for various FRPA publications.

**ANNUAL CONFERENCE**

Responsible for the Registration Area of the Conference

* Receive and process all conference registrations and accurately record them in the computer database.
* Distribute confirmations for registrations.
* Coordinate and supervise volunteers for the conference, and train them for their assigned tasks.
* Maintain an understanding of all conference events in order that questions from delegates may be accurately answered.
* Coordinate and staff the registration area of the conference.

Member Services and Administrative Coordinator

Page Two

* Provide weekly reports during conference registration times, of the progress of registrations, problems, concerns, etc.

**ADMINISTRATIVE**

* Receive and process registrations and other miscellaneous payments through the membership software. Receive and distribute daily mail. Oversee office supply purchasing and organization.
* Assist with record retention.
* Assist the Chief Executive Officer with the general business operations of the Executive Office.
* Other duties as required by the Chief Executive Officer.

**CAREER CENTER**

* Publicize the availability of the Career Center service
* Oversee the Career Center on-line service and interacts with those seeking to post job vacancies.
* Provide monthly reports of total jobs advertised, total hits on the Career Center, and potential ways to enhance the Career Center service.
* Operate within the approved Budget.

ESSENTIAL JOB FUNCTIONS:

* Must be able to sit for extended periods of time during the course of a workday while communicating by voice and electronically.
* Must be able to walk substantial distances to and between meetings and otherwise while carrying needed items or meeting supplies or other materials as part of an onsite meetings teams.
* Must be able to travel by automobile to meeting venues or otherwise in the execution of job responsibilities.
* Must work cooperatively with other team members to ensure successful completion of projects in a timely manner.
* Must be able to learn and adhere to all company policies, procedures and rules.

KNOWLEDGE, SKILLS AND ABILITIES:

* Proficient in using database management software.
* Knowledge of the practices and techniques of assisting in the managing of a service organization office, particularly as applied to meeting/conference planning, membership and other Association activities.
* Considerable knowledge of modern office practices, procedures, computer equipment, and software applications required.
* Significant competence in accuracy of use and knowledge of Microsoft Office Suite software (Word, Excel, Outlook, PowerPoint, etc.)
* Proficiency in planning, organizing and assisting the Chief Executive Officer in a variety of Association activities.
* Demonstrate the ability to analyze data and organize the data for ready retrieval.
* Ability to assist boards/committees in the administration of policies and coordinate efforts with board members, staff, vendors, and the general membership.
* Ability to work with and supervise volunteers and communicate effectively with all levels of the organization.
* Ability to maintain effective working relationships with the Chief Executive Officer, office personnel, committees, boards, association membership, vendors, and the general public.
* Ability to delegate tasks.

Member Services and Administrative Coordinator

Page Three

This is a non-smoking workplace and the Association only hires non-smokers.

REPORTING RELATIONSHIPS: Reports to the Chief Operating Officer, and the Chief Executive Officer.

EXTERNAL RELATIONSHIPS: Maintains personal contact with general membership, leaders, hotel sales and convention managers, service suppliers, and continuing education providers to the greatest degree possible. Has frequent contact with commercial agencies, potential sponsors, and speakers. Has regular contact with committee and task force chairs.

BOARD OF DIRECTORS/STAFF RELATIONSHIP POLICY: The Board of Directors of this non-profit is responsible for setting policies for its employees. The Board employs the Chief Executive Officer, to whom is delegated the responsibility for the day-to-day administration of the non-profit. The Chief Executive Officer employs staff with the policies set and approved by the Board of Directors.

The Education and Events Coordinator reports directly to the Chief Operating Officer (COO) who works with the Chief Executive officer (CEO) to achieve the work of the FRPA Executive Office. This non-profit’s employees are accountable to the Chief Executive Officer, through whom all communication to the Board is channeled. An employee that does not follow the stated policy of channeling the information through the Chief Executive Officer, shall be subject to disciplinary action.

MINIMUM TRAINING AND EXPERIENCE: A minimum of two years’ college, or 5 years’ experience in a comparable position. A Bachelor’s Degree with a major in business administration or related field is desirable. With a degree, one to three years of administrative experience including general administration, customer relations, and volunteer management is required. Current competency in computer applications and software is required. A current Florida Driver’s License is required. A background check, driver’s license check, and drug test will be required.

SALARY RANGE: The salary range for this position will be $35,000-45,000.

BENEFITS: The Association has a robust benefits program which includes major medical health insurance which includes eye care, dental insurance, short term disability which includes a life insurance policy, and a Simplified Employee Pension plan program for which employee is eligible after one year of employment. The Association also invests in the professional development of its employees through training and education. Leave time is also granted.