



Job Description

Position Title:	Member Services Associate
Classification:	Associate Manager
Pay Grade:	Level 9
Department:	Education and Member Services
Employment Status:	At-Will
Position Reports To:	Department & Member Services Manager
Positions Supervised:	None
Judgment Exercised:	Exercises standard independent judgment
Overtime Status:	Non-Exempt

Position Summary

Performs a variety of duties related to the coordination, development, and delivery of services to member groups; works with city officials, city staff, and internal staff to support operational, engagement, and educational tasks; serves as liaison between assigned member groups and Cal Cities; coordinates and distributes information for conference calls, meetings, and events; and performs other duties as assigned.

Essential Duties and Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Member Groups

- Implements and monitors work plans to achieve goals and performance measures; receives and monitors fundraising plans, as appropriate, to achieve compliance with Cal Cities policies.
- Participates and assists in the implementation of leadership succession planning.
- Coordinates, leads, and supports leadership meetings and conference calls; creates and distributes agendas and agenda packets; provides general talking points to presenters and/or leadership as needed.
- Develops ideas and panels for meetings, educational conferences, workshops, and programs.
- Supports efforts to ensure meetings run smoothly, including sending reminders, coordinating with other staff for planning, and arranging and implementing meetings; coordinates with a variety of individuals to ensure the effective flow of meetings.
- Attends and participates in a variety of conferences and membership events to advance the goals and objectives of Cal Cities and its members; may be assigned to manage or coordinate aspects of conferences or membership events.

- Coordinates and performs a wide variety of member communication activities including subunit reports; markets education opportunities to specific member groups; evaluates, modifies, and recommends alternate communication activities to ensure member engagement.
- Maintains member contact lists and information.
- Identifies, engages, and recruits staff and members to participate in working groups; may coordinate special projects and/or working groups.
- Participates in the creation of budgets, as assigned.
- Performs a variety of special projects and assignments as needed.

General

- Backs Up the Department & Member Services Manager when they are unavailable.
- Provides support for the Director of Education and Member Services to establish new member groups.
- Travels occasionally to locations throughout California in the performance of duties.
- Works beyond Cal Cities' normal 8:30 a.m. to 5 p.m. Monday through Friday business hours when necessary to participate in meetings, meet deadlines, perform duties and accomplish tasks and goals.
- Performs other duties as required.

Job Qualifications

Knowledge/Skills:

- Basic association organization, management practices, procedures, and membership services.
- Fundamentals of meeting planning, scheduling, calendaring, and managing; conference call procedures.
- Build and maintain strong working relationships with a wide variety of people.
- Strong creative, analytical, and organizational skills.
- Computer literacy in word processing and page layout including experience MS Office products and other general-purpose tools (Acrobat, multiple Internet browsers, etc.).
- Commitment to working with shared leadership and in cross-functional teams.
- Excellent oral communication and presentation skills.
- Ability to prepare clear and concise records, reports, correspondence, and other written materials.
- Plan and coordinate a variety of meetings.
- Excellent attention to detail and ability to effectively proof material.
- Prioritize work to meet deadlines.
- Ability to work independently and responsibly while managing numerous projects simultaneously.
- Exceptional interpersonal and customer service skills.
- Ability to represent Cal Cities in a professional manner and foster positive working relationships.
- Employs strategies and approaches to ensure and improve inclusion, diversity, and equity-based outcomes within the organization and across Cal Cities policies, programs, and services.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Working knowledge of Cal Cities and their functions and a general knowledge of other agencies and their interface with Cal Cities.
- Ability to define problems, gather data, establish facts, and draw valid conclusions.

- Ability to be self-supervising and anticipate recurring demands on one's time.
- Ability to consistently exercise sound independent judgment.
- Ability to manage conflicting demands on time and multiple tasks involving multiple co-workers; maintain and exhibit flexibility; work under pressure and meet tight deadlines.
- Ability to understand and accurately follow oral and written instructions.
- Provide effective customer service to both internal and external customers.
- Perform effectively both independently and as part of a team.
- Sustain a positive, "can-do" attitude and commitment to customer service for both internal and external customers.
- Respond immediately to changes, demands and workload in a positive and pleasant manner.
- Perform duties with professionalism, both individually and as a member of a team.
- Interpret and apply Cal Cities policies, procedures, guidelines, rules, and regulations.
- Travel as needed to perform duties and advance organization goals and objectives.

Experience and Training

Bachelor's degree in public relations, public administration or a related field is desirable. Three (3) years of progressively responsible experience with demonstrated success in communications, marketing, project management, public affairs, association management, public administration, or a combination of education and experience which provides the required knowledge, skills, and abilities. Some direct connection to local government is desirable.

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 interaction 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. Regular automobile and airline travel required in normal course of job performance.

Equipment Used

Computer, keyboard, mouse	Copier	Scanner
Automobile	Telephone	Smart Phone
Current office applications		