



Membership Coordinator

Job Code: 6955

Salary Grade: S07

FLSA Status: Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Responsible for coordinating membership administration and services.

- Communicates membership information about services and accounts in person or via electronic, telephone, mail, or written correspondence to members and prospective members.
- Maintains and updates the membership database, generating reports as needed to reflect member retention and recruitment goals.
- Processes new membership and renewals, including the billing and collection of dues and processing daily deposits.
- Assists in the retention and recruitment efforts to ensure membership goals are met.
- Coordinates events.
- Advises on ways to improve membership satisfaction.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Qualifications

Education:

Required: Bachelor's degree.

Equivalency/Substitution: Will accept 48 months of related experience in lieu of the Bachelor's degree for a total of 60 months.

Experience:

Required: 12 months of relevant experience.

Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Detail oriented for accuracy of data and information
- Able to communicate well and build rapport quickly with students, faculty and staff
- Able to produce reports and complete work within deadlines
- Able to work well with interdepartmental teams and initiatives

Working Conditions

Physical:

Ability to engage in repetitive motion and communicate effectively.

Environmental:

Standard office environment.

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