

MICHIGAN ASSOCIATION OF SCHOOL BOARDS JOB DESCRIPTION

JOB TITLE: Member Services Coordinator & Registrar
DATE: December 2023
DEPARTMENT: Leadership Development & Executive Search Services (LDESS)
REPORTS TO: Director of LDESS
SUPERVISES: Not applicable

JOB SUMMARY: As a membership organization serving school board members from across Michigan, our flagship training program is looking for a Member Services Coordinator and Registrar to provide direct support services to Michigan Association of School Board (MASB) members, including school board members, superintendents, and administrative professionals. Specifically, this position focuses on assisting members in accessing and registering for MASB's programs and services, along with being the primary contact for MASB district and individual members award programs. The position requires strong skills in customer service, interpersonal relations, attention to detail, and computer skills.

Essential Duties:

- Works under the general guidance of the Director of LDESS in direct support of the department and its programs.
- Responsible for all aspects of the Registrar duties including:
 - Interacting with staff, members, and customers by phone, email, mail, and in-person, in support of MASB remote or on-site events.
 - Answering member questions and assisting members with the event registration process, including dropping, and adding courses.
 - Tracking attendance at events and ensuring members receive credit for the events attended.
 - Work with other departments to ensure MASB members receive their invoices timely, quickly receive refunds, and credits are properly applied..
- Responsible for all aspects of MASB's award and certification programs, including:
 - Providing, interpreting, and updating member transcripts.
 - Periodically review member transcripts to identify members who have earned a new level or new certification.
 - Monitor and maintain MASB's County Association School Board Association (CASBA) program to ensure its smooth operation.
- Assist MASB members with maintaining and updating the member database:
 - Update membership data annually following school officer elections.

- Update membership records to reflect the results of board elections.
- Assists the Event Planner with event scheduling for the department.

Qualifications:

- 3+ years of experience in at least two of the following: Event Planner, registration, membership, customer service, executive support.

Required Competencies/Abilities:

- Intermediate Microsoft Office skills, with an ability to learn association-specific programs and software.
- Detail-oriented with strong organizational, interpersonal and problem-solving skills.
- Effective communication skills – written, spoken, and listening.
- Friendly and professional demeanor.
- Ability to self-direct and manage multiple assignments without significant management oversight.

Preferred Competencies/Abilities:

- 2+ year degree in business, human resources, or legal assistance.
- Experience with the Microsoft Office 365 suite and MS Dynamics Sales or CRM.
- Experience in a public school system, state, or community college, or non-profit preferred.

Working Conditions and Physical Demands:

Work will be conducted primarily in the office; however, some work will be done in school and hotel environments and some work may be conducted remotely via technology. MASB offers 50% work-from-home on a case-by-case basis and subject to the needs of the association. Some lifting required (up to 30 lbs.). This position includes occasional overnight and weekend travel, and long hours at the computer keyboard.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. MASB may make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

Salary/Benefits:

This is a full-time hourly position, with compensation commensurate with experience; the preliminary hourly wage range is \$19.00 - \$24.00. Occasional overtime may be required. MASB offers a full benefits package that includes full family health, dental, vision insurance, life, and long-term disability insurance, along with employer contributions into a 401(k) plan. Regular workdays are Monday through Friday, 8:00 a.m. to 5:00pm with some night and weekend work required. Paid time off includes sick, vacation, holiday, and personal days. MASB is not part of Michigan's Public School Employees Retirement System.

Application Procedure:

Interested candidates should submit their resumes and cover letter to HR@MASB.ORG. MASB intends to conduct interviews as qualified applications are received until the position is filled. As a condition of employment, MASB requires the finalist applicant to pass credit and criminal history background checks, details of which will be provided during the interview process. MASB is committed to improving diversity, equity, and inclusion in our workplace, and we are currently seeking to attract, recruit and retain people from diverse backgrounds.

ADA and EOE Employer:

The information in this job description is for compliance with the American with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Equal Opportunity Employer: The Michigan Association of School Boards ensures equal employment opportunities regardless of race, creed, gender, color, national origin, religion, age, sexual orientation, or disability.

Values Statement:

We, the MASB staff, are committed to a workplace that:

- Focuses on members' success,
- Builds trust, respect, and understanding,
- Values inclusion and diversity,
- Supports each other, and
- Embraces and drives purposeful change that promotes growth.