



POSITION DESCRIPTION

TITLE: Member Services Manager

REVISED: 11/18/2019

OVERVIEW

The Member Services Manager works closely with the Executive Director and Deputy Director to advance the organization's communications and education priorities, responsive to member needs.

IDEAL CANDIDATE PROFILE

The ideal candidate will be experienced and committed to continued growth in various aspects of member services and outreach including event planning and multi-media design and production. Strict attention to detail and ability to work under stringent deadlines without compromising the quality of the resulting product is expected. The ability to multi-task, simultaneously working on several projects, appropriately prioritizing them for completion, is essential.

EDUCATION & EXPERIENCE

Formal education or training and 3 years of experience directly related to the position responsibilities is required.

SPECIFIC RESPONSIBILITIES INCLUDE

Media, Graphic Design and Publication

- Design, format text and graphics for print and web-based production on a variety of publications, including WACO's annual report, conference program, periodic publications, legislative policy briefs and other documents as needed. Assist establishing and ensuring staff compliance with organizational branding and design protocol.
- Create and maintain association websites; manage day-to-day content, appearance, access, and layout.
- Design and prepare annual and special reports, brochures, pamphlets, videos, and television and radio presentations.
- Review, edit and proofread material to ensure appropriateness for final printing and/or publication.
- Prepare and distribute association's general informational and communications materials to WACO members, stakeholders and the public, including the Courthouse Journal, WACO Annual Report, and membership directory.
- Perform administrative tasks in direct support of the association's communications endeavors.

Event Management

- Serve as primary event manager for the WACO annual conference, including coordinating with the conference hotel, arranging affiliate room requirements, assisting with program preparation, coordinating and assisting with registration functions.
- Create conference marketing materials, design and publish conference program, and coordinate the AV requirements of the conference.
- Solicit and contract exhibitors for annual conference.
- Assist with organizing and planning WACO and affiliates' meetings, education and training, including preparing written materials, acquiring speakers and instructors, and providing on-site assistance.

Education/Training

- Provide and prepare multi-media support for WACO's educational endeavors, including recording, editing, and posting training sessions on the WACO website; prepare accompanying presentation materials as needed.
- Run technical aspects of educational and meeting webinars, including scheduling, invitations, and technical assistance to participants.

Administration

- With direction from Executive Director, conducts member outreach, soliciting feedback from WACO members on satisfaction with services provided and future services desired.
- Work with Executive Director on member relations management, ensuring frequent contact and responsiveness related to member needs.

WORKING CONDITIONS

Work Setting:	Professional office setting
Schedule:	Standard business hours (Monday–Friday, 8 am to 5 pm), with occasional need to adjust the work schedule to meet business needs. A flexible work schedule may be considered, subject to supervisory approval.
Travel Requirements:	Some travel is required, typically local or regional, to meet with clients, conduct business, or attend or provide training. Valid Washington State drivers license required.
Tools and Equipment:	Duties require the use of standard office furniture and equipment (e.g., desk, filing cabinet, computer, printer, telephone, fax machine, copy machine, etc.). Must be able to lift 20-pound paper box.
Customer Interactions:	Frequent contact with clients, including some contact with those who may be angry, distraught, or frustrated.

COMPENSATION & BENEFITS

- \$58,428 - \$76,088
- Medical, Dental, Vision and Life
- 12 Paid Holidays
- Sick & Vacation Leave
- 401(k) Retirement Plan
- Deferred Compensation



WACO is an Equal Opportunity Employer.