

BICSI JOB DESCRIPTION

Job Title: Membership Coordinator (Bilingual Preferred)
Department: Membership and Volunteer Services
FLSA Status: Non-Exempt
Reports to: Director of Membership and Volunteer Services
Approved:
Date: October 2022

OUR MISSION

BICSI is a global professional association supporting the advancement of the information and communication technology (ICT) profession. BICSI's core values are integrity, service and excellence and our vision is to be the preeminent resource for the connected world with focused values in leadership, excellence, innovation, integrity & inclusion.

SUMMARY

The BICSI Membership Coordinator is the primary touch point for members and prospective members via telephone, email and face-to-face. Responsible for the day-to-day administrative functions such as, but not limited to, data entry, maintaining and processing membership applications, membership renewals, payments, and invoicing. Advises members & non-members by promoting and cross promoting all member services and BICSI products. Influences member acquisition by enrolling industry professionals and corporations with BICSI memberships. Retains and engages existing members, while cross promoting BICSI products and services.

SUPERVISORY ROLE

- None

DUTIES/RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential function listed below satisfactorily. The responsibilities listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Answer inbound calls related to membership and performs outgoing calls to members and prospective members
- Provide timely, helpful, and accurate customer service, including email, telephone, and written communications to members and prospective members.
- Contribute to BICSI's sustainability by effectively managing all member accounts, by acquiring new members and retaining existing members.
- Assist in development and implementation of membership campaigns.
- Assist in development and implementation of member recruitment, onboarding, and engagement strategies.
- Maintain membership database and maintain integrity of member data, including organization of member information, renewal invoicing and new member processing.

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- View, track, merge and print weekly, bi-monthly and monthly data to contribute to membership reports.
- Facilitate the successful completion of membership creation and renewals, including the preparation of correspondence, dues notices, special mailings, mailing lists, and follow-up retention calls and emails.
- Build and sustain strong member relations through attentive detail in handling member requests and volunteer interaction.
- Perform data entry of new and renewal memberships, and process registrations/orders related to membership benefits.
- Works with the Director of Membership and Volunteer Services to identify trends in membership growth, member requests and interest.
- Works closely with the Volunteer Coordinator to manage BICSI membership status for all volunteers.
- Monitors effectiveness of overall membership program and provide feedback to Director of Membership and Volunteer Services.
- Assist in development and preparation of membership marketing material, including but not limited to, occasional edits and review prior to deployment.
- Document and contribute to the improvement of current membership processes and procedures.
- Assist in reviewing the website periodically to identify membership areas needing refreshed content.
- Responsible for special projects as assigned.
- Other membership and volunteer related duties may be assigned.
- Serves as backup to Volunteer Coordinator.

REQUIRED SKILLS/ABILITIES

Language Skills:

The individual must be fluent in English (reading, writing, and speaking). Fluency in Spanish (reading, writing, and speaking) is highly desirable.

Computer Skills:

To perform this job successfully, and individual should have knowledge of:

- Strong PC skills and expertise in MS Office (Word, PowerPoint, Excel, Outlook, Teams)
- Adobe Acrobat
- Association Management System

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TRAVEL

0-3% may be requested to work one conference per year. Must have or be able to obtain a US passport.

EDUCATION AND EXPERIENCE

- Two-year degree with at least three years related work experience in membership and recruitment; or equivalent combination of education and experience.
- Association or non-profit environment preferred.
- Experience in member management or recruitment preferred.
- Association Management Systems preferred.
- Bilingual preferred.

PHYSICAL REQUIREMENTS

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

The regular work schedule is 40.0 hours per week (Monday-Friday; daytime) and may require additional hours/overtime, as necessary. Must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and ability to match or detect differences between colors, including shades of color and brightness. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use fingers and hands or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The work environment is as follows: professional office environment; the noise level in the work environment is usually moderate.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – Collects and researches data; Uses intuition and experience to compliment data; Designs workflows and procedures.

Problem Solving – Identifies and resolves challenges in a timely manner; Develops alternative solutions; Works well in problem solving situations; Uses reason even when dealing with emotional topics.

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Project Management – Potential to coordinate projects; Communicate changes and progress and manage project team activities; Complete projects on time within.

Customer Service – Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to other ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates in meetings.

Teamwork – Balances individual responsibilities; Exhibits objectivity and openness to others' views; gives and welcomes feedback; Contributes to building a positive team spirit.

Change Management – Builds commitment and overcomes resistance; Supports those affected by change with a positive attitude.

Leadership – Exhibits confidence in self and others; Inspires respect and trust; Accepts feedback from others; Displays passion and optimism.

Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Math – Ability to perform basic math including calculating figures and amounts such as discounts and percentages.

Cost Consciousness – Works within budget; Conserves organizational resources.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values.

Adaptability – Adapts to changes in the work environment; Manages priorities and competing demands; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

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Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation – Meets challenges with resourcefulness; Generates suggestions for improving work; Presents ideas and information in a manner that gets others' attention.

Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation – Sets and achieves challenging goals; Demonstrates persistence; Measures self against standard of excellence.

Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources when necessary; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration; Performs with integrity.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity – Meets or exceeds productivity standards; Completes work in timely manner; Strives to increase productivity.

GENERAL SIGN-OFF

I understand that this job description describes the general nature and level of the work performed, and that it is not an exhaustive list of all duties and responsibilities. Furthermore, I understand that BICSI reserves the exclusive right to amend and change my job responsibilities to meet business and organizational needs, as necessary.

Signature: _____

Date: _____

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