



Advancing Women in Transportation

TITLE OF ROLE: Membership/Project Assistant

DEPARTMENT: Membership

SUPERVISOR'S TITLE: Director of Membership and Chapter Development

POSITION TYPE: Entry-Level

SALARY: DOE

HOURS: Monday-Friday 9am -5pm, some weekend and after hours work may be required

DESCRIPTION OF ROLE:

The **Membership/Project Assistant** is the front line manager for the association providing superior customer service to members, attendees, leadership, outside vendors and staff. This position is responsible for responding to member and nonmember inquiries regarding memberships, conference registrations, and general information. This position serves as the primary manager of the association database and includes maintaining complete accuracy of association membership records.

The **Membership/Project Assistant** is also responsible for providing administrative project support to the association circle team, including the President and CEO and serving as the administrative office manager. This position requires a superior level of professionalism and professional responsibility as well as outstanding people skills. A high-level of accuracy and close attention to detail in this position is imperative.

ESSENTIAL POSITION RESPONSIBILITIES:

Frontline/Office:

- Responsibility for answering the association phones and ensuring that the WTS phone service is being handled after-hours, during absences, weekends, holidays and breaks.
- Manages the association voice-mail message system and ensures messages are kept correct, current, professional, accurate and timely.
- Directs calls to appropriate staff and takes messages as needed on a daily basis.
- Provides superior customer service to association members, event and conference attendees, association leadership, non-members, outside vendors, and staff.
- Responds to member and nonmember inquiries regarding membership, membership records, user passwords, conferences and events, event registration system, and general information.
- Processes financial transactions, including new and renewing memberships, corporate memberships, donations, sales, and meeting registrations.
- Processes the association incoming and outgoing mail on a daily basis.
- Forwards corporate credit card statements to staff electronically on a monthly basis.
- Processes bank deposits and credit cards daily.

- Manages office supply inventory and places office supply orders as needed or as directed by staff.
- Arranges hotel accommodations for remote staff during visits to the DC office.
- Takes notes at all in-person staff meetings, creates and distributes staff meeting minutes.
- Maintains and distributes an on-going association project task list.
- Provides project reports to the Director of Membership and Chapter Development for inclusion in the association's reports to the Board of Directors (CEO reports).
- Administrative support for WTS Annual Meetings, Events, Conference including:
 - Process registrations and printing registration lists and name badges
 - Inventorying and order meeting supplies
 - Serving as the on-site registration coordinator (when needed), managing the registration desk according to an outlined event process which may include processing payments, distributing registration materials and working with volunteer and paid registration clerks.

Membership Records/Database :

- Primary administrator of the association database, including maintaining accuracy and timeliness of membership processing and managing sending and processing of all membership renewal notices.
- Manages monthly membership records including maintenance of dropping non-renewing memberships in compliance to the association's prescribed monthly schedule.
- Assists in the maintenance of the WTS Transportal content sharing system to ensure members and staff have access to the most current data information.
- Membership reporting: creates a detailed monthly membership report and distributes the report to the Director of Membership on a monthly basis or as requested.
- Maintains a current monthly Executive Leader Member list and assists in fulfillment of Executive Leader membership packets and information.
- Manages the Chapter Rebates process, which includes submitting monthly rebate reports by the prescribed date to the association's CEO, Director of Operations and Chapter Development Director as well reporting rebates with complete accuracy to chapter leadership.
- Develops, produces and distributes reports from the membership system and event registration reports as and as requested.
- Assists with quality control of membership and other association records and assists with investigating and reconciling differences in membership and accounting records.

Other projects as required or assigned by supervisor.

QUALIFICATIONS, EDUCATION, AND EXPERIENCE

- Bachelor's or associate's degree in business, communications or related field is

strongly preferred, will accept equivalent experience.

- One to two years association experience or similar scope experience administering processes for diverse geographic groups including working knowledge of not for profit organizations.
- Experience and advanced knowledge of MS Office including Word, Excel, Outlook, and PowerPoint.
- Exceptional administrative, computer and organization skills.
- Self-motivated; able to make decisions and organize tasks independently with minimal supervision.
- Must be able to work independently and efficiently, detail oriented, and have ability to manage multiple tasks concurrently.
- Demonstrated capacity for embracing change and learning new technologies. Must have excellent communication, organization, problem solving, and process development skills
- Experienced in providing superior customer service and be able to work well within a team of association professionals
- Excellent relationship management skills, including experience to calmly and professionally address difficult customer/member contacts and generate solutions to a variety and diverse set of inquiries in a manner that provides positive solutions to customers and members and improves overall customer satisfaction.
- Must be able to lift up to 15 lbs.
- Some weekend and evening work may be required.
- Must be able to travel within the US, up to 2 weeks per year or as needed.

About WTS International:

Founded in 1977, WTS is an international organization dedicated to building the future of transportation through the global advancement of women. Boasting more than 5,000 members--both women and men--WTS is helping women find opportunity and recognition in the transportation industry. Through its professional activities, networking opportunities, and unparalleled access to industry and government leaders, WTS is turning the glass ceiling into a career portal.

WTS stands for Women's Transportation Seminar, which was how it was named when founded in 1977 when women couldn't get subsidized for association memberships unless they were educational. But times have changed, and now joining an association is an opportunity women and men can take advantage of to work together and benefit each other in their careers.

Please send cover letter, resume, and salary requirements to: Tiffany Jackson, Director of Membership and Chapter Development, email: tjackson@wtsinternational.org (no phone calls please) .