



Position

Member Services Assistant

Summary Description

AAUW is seeking a Member Services Assistant. In this role you will provide professional customer service to our valued members. The Membership Department will rely on your attention to detail and proven data entry skills to keep our records organized and up to date. You will also provide critical fulfillment duties so that we can provide prompt service to our members. Other responsibilities include telephone and email support in responding to member and non-member inquiries. You will report to the Member Relations Manager.

Organizational Overview

Since our first meeting in 1881, the American Association of University Women has been a catalyst for change and improving women's lives. Today, AAUW boasts almost 100,000 members — women and men of different generations, races, and political affiliations.

With more than 1,000 branches and 500 college and university partners, AAUW members across the country contribute to a more promising future for women and girls. We protect the legal rights of those facing discrimination, educate women for a lifetime of success, advocate for laws that give women a fair chance, research educational and economic barriers that harm women, and lead and teach others to lead in our schools, communities, and country.

Essential Duties

- Serves as primary data entry liaison for the department. Performs general records updates in accordance with established database procedures.
- Fulfills requests for association information and materials, including prospect information requests, branch requests, and annual mailing to branches and state leaders.
- Fulfills dues notices for Branches, College University Partners, Student Affiliates, and (Members-at-large as needed). Sends follow ups mailings for declined payments.
- Fulfills acknowledgments, including all new member acknowledgment packets for individual members and College University Partners, Branch
- Anniversary acknowledgments, life membership acknowledgments, and new member recruiter acknowledgments.
- Assists with processing of branch and state leadership updates throughout the year.
- Assists with customer service oriented inquiries (via phone, email, mail).
- Participates on staff committees, teams, and task forces as necessary and assigned. Assists other departments on an as needed basis.
- Performs other related/comparable duties as required and assigned.



Minimum Qualifications

- High school diploma or equivalent. Some college preferred.
- One to two years' data entry and administrative experience.
- Proficiency in Microsoft Office (Word and Excel) and previous experience working with a database preferred.
- Excellent telephone manner, interpersonal communications skills, detail orientation, and quality customer service philosophy.
- Ability to rapidly acquire new information and work in a ever-changing environment.

What's Attractive to the Right Candidate for Member Services Assistant?

- As Member Services Assistant you will work with one of the oldest and most respected advocacy organizations in the nation on some of the most critical and interesting topics of our time: advancing opportunity and equity for women and girls.
- AAUW is enjoying the most exciting period of its illustrious 125 year history, we have a long history and a bright and exciting future
- An organization that is financially stable
- A great downtown location
- An ethical work environment where your contributions are recognized
- We offer a highly competitive compensation and benefits package
- A good work life balance
- An opportunity to increase and develop your skills