

# THE LINKS, INCORPORATED

## MEMBERSHIP SPECIALIST

Exempt

At Will

### INTRODUCTION:

The incumbent serves as the primary contact for members, chapters, Area Directors and the National President on all issues related to membership in The Links, Inc., including induction of new members, the maintenance of accurate records on existing and past members and ensuring chapters have all information needed to abide by the organization's membership requirements.

Performance will be measured against objectives. Completed work is reviewed from an overall standpoint in terms of feasibility and effectiveness in meeting requirements or expected results.

### CONTROLS:

As an exempt employee, this position operates independently within established guidelines, policies and procedures. Supervision is given on broad tasks; however, the incumbent is expected to handle daily activities with minimal need for direction or supervision.

### DUTIES AND RESPONSIBILITIES:

The Membership Specialist is responsible for the following:

1. Serves as the liaison to chapters providing assistance with online data processing and retrieval.
2. Handles day-to-day membership issues and inquiries.
3. Monitors system processes to ensure accuracy of data posting.
4. Verifies and maintains accurate data in the master and control files of the SQL database.
5. Identifies and researches data errors or inconsistencies within the database and recommends appropriate corrective action.
6. Applies continuous improvement techniques and methods to internal processes and systems to increase efficiency of data and customer service.
7. Prepares custom and ad hoc reports utilizing Crystal Reports.
8. Reviews and contributes to design and new development efforts on database requirements.

9. Possesses skills to perform above duties on projects related to database development, report development, tool development and process flows.
10. Performs other duties as assigned.

**REQUIREMENTS:**

1. An undergraduate degree in Business, English, Communications or a related field and up to three (3) years hands-on experience with MS SQL. In the case of a highly qualified candidate, equivalent experience may be substituted for some or all of the educational requirements.
2. Excellent oral and written communication skills.
3. Excellent interpersonal skills and rapport in dealing with the public.
4. Ability to work effectively with team members and co-workers.
5. Ability to handle multiple tasks in a fast paced environment.
6. Good organization and planning skills.
7. Must be proficient in Microsoft Office programs such as Excel, Word, Access, Power Point and other related software.
8. Occasional travel (i.e., less than 25%)

Go to [www.linksinc.org](http://www.linksinc.org) to submit your resume and to complete an employment application.