

# PPAI JOB DESCRIPTION

## *Membership Coordinator*

The Membership Coordinator will work cross-departmentally to support the supplier and distributor membership sales and renewals. They will be responsible for administrative, customer service and sales support activities. Including servicing members questions, updating membership accounts, verifying qualifications and processing membership applications in accordance with the association's governance policies and procedures.

### **Reporting Structure**

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|---|
| Title of reporting manager: Manager, Distributor Relations and Membership |
| Department: Membership Services   |

### **Job Status**

|   |
|---|
| FLSA Status (Exempt / Non-Exempt): Non-Exempt                 |
| Compensation (Hourly / Salary): Hourly                        |
| Job Status (Full-Time /Part-Time /Temp): Full-Time            |
| Daily Schedule (Start time Flexible / Not Flexible): Flexible |
| Work Location: Position must work from HQ location: Hybrid    |

### **Job Discretion**

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|--|
| How many people does this position supervise: 0                  |
| Does this position have disciplinary responsibilities:0          |
| Does this position have hiring / termination responsibilities: 0 |
| Does this position have evaluation responsibilities: 0           |

### **Essential Functions and Primary Duties**

1. Manage and respond to inbound membership inquiries for the department email account
  - a. Email responses should be handled promptly with an emphasis on polite and professional support for members
  - b. Distribute sales leads to appropriate team members based on territory assignments
2. Handle outbound calls to members to discuss account management and account updates
3. Process applications for membership to the association following the governance policies and as defined by the department policies and procedures.
  - a. Verification of qualifications
  - b. Ability to effectively communicate to the sales team additional qualifications needed to activate the membership
4. Pull reports as requested for the distributor and supplier sales team campaigns for membership recruitment
5. Manage membership renewal and payment process including:
  - a. Generating and mailing monthly dues invoices
  - b. Processing membership dues payments

- c. Monitoring past due payments tracking payment plans for outstanding money owed
  - d. Contacting members for outstanding membership related balances
6. Responsible for managing the circulation list for PPB including:
    - a. Address updates on PPB returns
    - b. Magazine subscription renewals and cancelations
  7. Database maintenance and administrative support including:
    - a. Processing roster updates
    - b. Password resets
  8. Upload and process leads in systems and distribute leads to sales teams
    - a.
  9. Provide additional support for the association as requested by the management team
  10. Other duties as assigned

**Association Wide Responsibilities & Values (expectations of everyone)**

1. Provide honest and ongoing communication as needed to support success throughout the organization
2. Meet established deadlines for all projects, reports and communications for all audiences both internally and externally.
3. Provide high-quality products, reports, communications and projects for all audiences internally and externally.
4. Be fair, consistent, responsive and supportive of leaders, staff, board members, members and vendors
5. Help PPAI to continually seek improvement. Be prepared to personally manage changes taking place within PPAI and the industry.
6. Be empowered, accountable and responsible for your career success, actions, influence, and impact upon the organization as a whole.
7. Foster cultural values, mission, and overall organizational guidelines of PPAI.

**Education Preferred**

| <b>School/Certification Authority</b> | <b>Degree/Certification</b> | <b>Major/ Minor</b> |
|---------------------------------------|-----------------------------|---------------------|
| High School: Required                 | Diploma                     |                     |
| College: Preferred                    | BA/BS                       | Business Related    |

**Experience Preferred**

| <b>Type of Work</b> | <b>Years of experience</b> | <b>Depth of Experience</b> |
|---------------------|----------------------------|----------------------------|
| Administrative      | 3+                         | High                       |
| Customer Service    | 3+                         | High                       |
| Reporting Systems   | 3+                         | High                       |

**Knowledge, Skills and Abilities Preferred**

| <b>KSA's</b>                     | <b>Years of experience</b> | <b>Depth of KSA's</b> |
|----------------------------------|----------------------------|-----------------------|
| Adept in Technology              | 3+                         | High                  |
| Microsoft Office                 | 3+                         | High                  |
| Written and Verbal Communication | 3+                         | High                  |
| Detail Oriented                  | 3+                         | High                  |
| Time Management                  | 3+                         | High                  |

### **Physical Activity**

- \*Sitting:
- \*Standing
- \*Lifting
- \*Pushing/Pulling
- \*Bending/Stooping
- \*Extended work hours, extended weeks (endurance requirement)

### **Work Environment**

- \*Office environment
- \*Temperature controlled environment
- \* Some travel required

PPAI is an Equal Opportunity Employer (EOE)  
 Apply to: [apply@ppai.org](mailto:apply@ppai.org)