Job Description

Job Title: Associate, Member Services & Chapter Support

Department: Member Services & Chapter Support

Reports to: VP & COO

FLSA Status: Exempt

Revision Date: December 2021

Job Summary: The Associate, Member Services & Chapter Support position serves as liaison and support coordinator between the internal Content team and Professional Development team to support the production and execution of FEI/FERF content, (virtual) conferences, webinars and (virtual) events. The position is also responsible for providing general administrative support to the Member Services and Chapter Support team.

Primary Duties and Responsibilities:

Support Professional Development Team:
- Engage members and customers through facilitation and execution of virtual (professional development) events, conferences, and webinars on topics of interest to our members.
- Regularly update and manage the global events calendar.
- Create events, conferences and webinars using the internal website software and CRM database to allow for seamless registration process.
- Provide logistical support in identifying, contacting and on-boarding speakers for virtual (professional development) events, conferences, and webinars.
- Serve as Point of Contact for sponsored webinars to coordinate the collection of deliverables, facilitating the logistical dry-run sessions and ensure overall smooth running of the virtual event.
- Process and reconcile Continuing Professional Education (CPE) credit release lists.
- Coordinate marketing timelines for virtual (professional development) events, conferences, and webinars.

Support Member Services and Chapter Support Team
- Provide general administrative support to the member services and chapter support team.
- Provide quick, accurate solutions to member and customer concerns and follow up to ensure resolution.
- Regularly update and maintain the CRM database to ensure all member data is correct and up to date.
- Process new member applications and support the on-boarding of new members.
- Represent the brand voice and organization culture in all member and customer interactions.
- Performs other duties or special projects as required or as assigned.

Supervision Exercised:
- This position does not have supervisory responsibilities.
Minimum Qualifications

Educational/Training Requirements:
- Bachelor’s degree or equivalent work experience required.

Experience: Please list the level of experience required.

1+ year experience with:
- Delivering customer care/service across channels (phone, email, chat, social);
- Event coordination/event management

Licenses/Certifications:
- None required

Knowledge, Skills and Abilities: Please list any other skills, abilities and/or qualifications that may be pertinent to performing this job.
- Exceptional oral and written communication skills, including customer service skills;
- Exceptional research and analytical skills;
- Ability to communicate with senior-level financial executives as well as members of Congress and various regulatory agencies;
- Proficient in MS Office products;
- Strong conflict resolution and problem-solving skills and the ability to think quickly on your feet;
- Capable of working with the utmost integrity, keeping proprietary information safeguarded;
- Ability to multi-task, prioritize, and manage time effectively.
- Ability to listen and respond with a positive attitude;
- Ability to act as a team player and be flexible to respond to changing needs.

Physical Demands and Work Environment:
- The physical demands are minimal and typical of similar jobs in comparable organizations.
- The work environment is representative and typical of similar jobs in comparable organizations.

The statements herein are intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time and these statements do not establish a contact for employment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.