

## **Office and Member Services Coordinator**

### **South Carolina Association of CPAs**

West Columbia, SC

The **S.C. Association of CPAs** is seeking a full-time **Office and Member Services Coordinator**. The position's responsibilities include being the first point of contact for members, processing data relating to members, membership renewal and payments, managing and maintaining professional office operations and assisting various staff members with special projects.

Individuals interested in applying for this position must submit a cover letter with salary requirements by July 6 to SCACPA Executive Director Erin Hardwick, [ehardwick@scacpa.org](mailto:ehardwick@scacpa.org) or 570 Chris Drive, West Columbia, SC 29169. No phone calls will be accepted.

The **S.C. Association of CPAs**, located in West Columbia, SC, is a statewide professional society for 3,800 accounting professionals. Celebrating its 95<sup>th</sup> year in 2010, SCACPA offers a variety of programs and services to its members. See [www.scacpa.org](http://www.scacpa.org) for more information.

### **Essential Job Functions**

- Serve as primary customer service agent and first point of contact on main phone line and at front desk for members, non-members, vendors and guests
- Become familiar with frequently asked questions and be able to answer them.
- Achieve a thorough understanding of the membership database. Be able to enter and change data efficiently and accurately. Be able to run lists and reports from database.
- Coordinate new member application process, including verifying information, updating database and mailing new member packets
- Process annual member dues payments, renewals and reinstatements
- Coordinate member outreach campaigns
- Process mail daily. Prepare and coordinate mailings including UPS, outside bulk mailing service, etc.
- Serve as key person in charge of office operations by taking a proactive role in maintaining and ordering supplies, filing, having equipment serviced, etc.

- Coordinates the “Find a CPA” program, a service for the general public, and actively seek information from members to populate the member interest/expertise area of database
- Assist with registration and facility management when training classes are held in the office

### **Minimum Job Requirements**

**Education:** Associate or bachelor’s degree preferred.

**Experience:** Five years of general office experience preferred, especially in a multi-tasking environment. Database management experience is critical. Experience in a nonprofit or association environment is preferred.

### **Specific Skills and Competencies**

- Excellent data entry skills
- Superior verbal and written communication skills
- Customer service attitude
- Ability to identify problems or needs and proactively address them
- Knowledge of word processing (Word preferred), spreadsheets (Excel preferred) and databases.
- Well organized and detail oriented; able to handle multiple tasks efficiently
- Ability to work well with others in a professional and courteous manner