

Manager of Member Services Job Description

1. Responsible for managing PEP/NCSA invoicing and reporting
 - a. Invoicing
 - i. Send quarterly invoices to NCSA clients
 - b. Reporting
 - i. Produce and distribute NCSA insertion orders
 - ii. Produce quarterly NCSA reports for each client
 - iii. Process NCSA affidavits
2. Front Office Administration
 - a. Open mail
 - b. Answer phones
 - c. Make bank deposits
 - d. Keep record of payments sent and received
 - e. Maintain member lists: radio, television, associate members
3. Event Management
 - a. Conference
 - i. Awards
 - ii. Hotels
 - iii. Sponsors
 - iv. Scripts – proof-reading
 - v. Presentations
 - vi. Staff
 - vii. Registration
 - viii. Seating Arrangements
 - b. Community Service Awards
4. Represent the ABA at sponsored events and functions
5. Help write the monthly newsletter
6. Coordinate ABIP Inspections in collaboration with our inspectors
7. Manage the ABA website
8. Invoices
 - a. Dues
 - b. Conventions
 - c. Awards
9. Manage the ABA social media accounts
10. Organize board packets for quarterly meetings
11. Manage Sales Training programs
12. Coordinate Hall of Fame/Specialty Awards nominations and outreach
13. Manage ABA Intern Requests

Manager of Member Services Job Qualifications

Summary: The ideal candidate must be professional in appearance with a proven work ethic; a self-starter, independent worker, who is looking to develop the position into their own.

Required Qualifications:

- Commitment to the mission and work of the Arkansas Broadcasters Association
- Proficient in Microsoft Office Applications
 - Word, Excel, PowerPoint, Outlook
- Proficient in Dropbox and other file sharing platforms
- Ability and willingness to learn specialized software
- Working knowledge of Social Media Platforms
 - Facebook
 - Twitter
- Excellent oral, written, interpersonal and business communication skills
- Able to prioritize, develop and implement independent work plans, creatively problem solve and exercise good judgment.
- Flexibility and ability to adjust activities and priorities and take on new responsibilities
- Discreet and impeccable moral and ethical conduct
- Strong Organizational and Administrative skills
- Competent at multi-tasking
- Critical and analytical thinker
- Interest in digital media and design
- Ability and willingness to assist and collaborate with Executive Director on projects and initiatives
- Timeliness and dependability

Preferred Qualifications:

- Bachelor of Arts in Communications/Media
- 1-3 years of Broadcast/Media experience
- Knowledge of digital advertising and placement
- Event planning expertise
- Comfortable speaking in front of people
- Willing and able to represent the association and community events