The person in this position manages all aspects of member and prospective member correspondence, database entry, and assisting with tasks relating to registration for conferences, training, or troubleshoot any issues as needed to assist members to engage fully in our peer to peer connection opportunities. We are looking for a positive, “people-person” who is familiar with and committed to our mission and able to develop positive relationships with COPAA members online using our web site, social media channels, and new private online community. This is a position for a relationship builder—someone who can connect with members and colleagues to build COPAA’s online community. Must have strong interpersonal skills, computer skills, and detailed follow-up skills. Individual is required to work independently and telecommute remotely.

RESPONSIBILITIES

The key duties of the position are as follows:

- Respond to member communications via phone and email in a timely manner.
- Manage member applications and profiles using YourMembership software.
- Manage Higher Logic online social platform to assure members have access and use to full advantage.
- Keep up with best practices in the YM ad HL community and HUG (Higher Logic User Group).
- New Member Engagement: Manage and execute a Welcome Campaign, Day 1- Day 60/90 via automation rules and enhancing / modifying as needed based on reporting outcomes.
- Work in collaboration with COPAA staff, committee chairs, and others as need to achieve COPAA strategic goals.
- Ongoing membership life cycle management in YM and HL, after the initial 1-90 day of membership.
- Available to answer emails and live phone calls during business hours to assist members with questions related to engagement, including but not limited to: how to log on, find resources, select communities, interact and utilize the COPAA Connect peer-to-peer online community.
- Manage online learning module/FAQs for COPAA members for help with FAQ’s.
- Implement and manage Ask an Expert programs in collaboration with COPAA Committees.
- Monitor Discussions and File libraries COPAA Connect Communities.
This position requires a 30-35 hours per week commitment, with the exact schedule to be determined with Director of Membership and Meeting and COPAA’s Executive Director.

Requirements:

- Experience working in a professional environment.
- Highly organized, self-motivated, and detail oriented.
- Working with medium to large membership associations.
- Experience in customer service.
- Ability to work on multiple projects at once.
- Ability to work well independently and with others.
- Proficiency with social engagement platforms, Microsoft Word, Excel, ppt. and database software.

Compensation: $21-24.00 an hour depending on experience. Includes vacation, sick time, personal days, family leave, Healthcare Reimbursement Account, Life Insurance, Disability Insurance and Simple IRA retirement matching account (upon eligibility).

Position available: 5/1/2020

Send resume and cover letter to marcie@copaa.org by 5/4/2020. Position will remain open until filled.

COPAA does not discriminate against present and prospective employees on the basis of disability, age, race, religion, sex (including pregnancy), national origin, veteran status, marital status, or sexual orientation. It is COPAA’s policy to be an equal opportunity employer. COPAA will conduct all programs and activities in a manner free of discrimination.