

PROFESSIONAL ASSOCIATION OF GEORGIA EDUCATORS

Job Description

Department	Membership	
Location	PAGE Office	
Job Title	Membership Services Specialist	
Supervisor	Membership Services Specialists Coordinator	
Type of position:	40 Hours / week	
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Exempt	
<input type="checkbox"/> Part-time-Eligible	<input checked="" type="checkbox"/> Non-exempt	
<input type="checkbox"/> Part-time Ineligible <75%		
GENERAL DESCRIPTION		
Database management with a primary focus on payroll deduction reconciliation. Maintaining the database involves updating membership profiles to ensure it accurately reflects active memberships and payment statuses by keying data into the data warehouse. This is achieved through ongoing verification of current members, adding new members, transferring members to other districts, and canceling memberships upon request or due to non-payment of dues.		
JOB DUTIES		
<ol style="list-style-type: none"> 1. Reconciling payments received through payroll deduction 2. Processing membership applications 3. Creating new and updating current member accounts 4. Maintaining accurate payroll deduction data 5. Recording/posting check data in database 6. Communicating with school district payroll clerks and Membership Services Representatives (MSRs) 7. Fostering relationships with school system payroll clerks and MSRS 8. Providing excellent customer service to members via email and telephone 9. Performing duties in a fast-paced, team-centered environment 10. Accepting other duties and/or responsibilities as assigned by the Membership Services Specialists Coordinator, Membership Director, or Executive Director 		
WORK EXPERIENCE REQUIREMENTS		
<ol style="list-style-type: none"> 1. Previous experience with high-volume, multi-client data entry 2. Customer service responsibilities 		
EDUCATION/CERTIFICATION REQUIREMENTS		
High School Diploma or GED		
WORKSITE DESCRIPTION		
This position is based in an office environment within an individual office space. In-person requirement.		

	DATE REVISED
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	06/10/2024
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