

PROFESSIONAL ASSOCIATION OF GEORGIA EDUCATORS

Job Description

Department	Membership	
Location	PAGE Office	
Job Title	Front Desk 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		
<p>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. General receptionist and mailroom duties to include answering phones, greeting visitors, preparing packages for mailing, and picking up mail from nearby postal facility.</p>		
JOB DUTIES		
<ol style="list-style-type: none"> 1. Reconciling payments received through payroll deduction 2. Performing clerical tasks within an office setting to support the daily operations of PAGE 2. Processing membership applications 3. Creating new and updating current member accounts 4. Greeting visitors, accepting and sending out packages from FedEx/UPS as requested 4. Maintaining accurate payroll deduction data for private schools and educational agencies 5. Recording/posting check data in database 6. Answering and transferring phone calls to employees and appropriate departments 7. Communicating with school district payroll clerks and Membership Services Representatives (MSRs) 8. Fostering relationships with school system payroll clerks and MSRs 9. Processing outgoing and incoming mail daily by picking up and dropping off at nearby facility 10. Providing excellent customer service to members via email and telephone 11. Performing duties in a fast-paced, team-centered environment 12. 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 the reception area. In-person requirement is Monday-Friday from 8:30 a.m. until 5:00 p.m.

DATE REVISED

03/03/2025