

Association of California Healthcare Districts (ACHD)

Member Services Assistant (MSA) Job Description

DEPARTMENT: Administration
REPORTS TO: Member Services Director
EMPLOYMENT: At-Will Employment
STATUS: Non-Exempt
DATE: May 2009

Functional Summary

The Member Services Assistant (MSA) will support and directly report to the Member Services Director and will also provide administrative support to the department in addition to other key executives including but not limited to the CEO. The successful candidate will be well organized, process oriented, be highly motivated and perform with an exceptional level of attention to detail. The flexibility to recognize and own responsibility for responding to changing demands and managing shifting priorities is key as is the ability to work with and maintain the integrity of confidential information. Additional important characteristics are that of a team player and a moderately outgoing personality.

Key Duties

- Provide high-level administrative support for the Member Services Director and CEO
- Dedicated assistance to other association executives with a willingness to further support other key staff members on an as needed basis
- Reviewing, routing and responding to inquiries as appropriate, while maintaining confidential business information
- Direct Mail Campaigns – copying, sorting, labeling and creating FedEx/USPS packets for 1- 450+ pieces
- Assist in the daily maintenance of the association database using MS Access
- Assisting Member Services Director in the daily compilation and preparation of an electronic news briefing
- Compose and type routine correspondence and memoranda in Word
- Compile and type statistical reports including tables and text using Excel
- Compile information and design effective presentations using PowerPoint
- Support Member Services Director in the preparation of various board, committee and event meeting packets including the transcription of all meeting minutes
- Support project related needs for other key staff members and executives
- Manage multiple calendars including meeting scheduling in Outlook
- Assist in the answering of the association's multi-line phone system
- Perform other duties as assigned

Knowledge

- Proficient in use of MS Office Suite programs (Word, Excel, PowerPoint, Outlook and Access)
- Intermediate level knowledge of Microsoft Access or other database software is preferred but not required
- Proficient in the use of the Internet for research and gathering of daily news items
- Knowledge of administrative and clerical procedures and systems, such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Intermediate level knowledge of designing and creating PowerPoint presentations

Required Skills and Abilities

- Excellent communication skills including verbal and written
- Team player who receives delegated work in an appropriate manner, and assists other employees as necessary
- Works in a timely, organized manner, prioritizing workload and assignments
- Interprets a variety of instructions furnished in written, oral, diagram, or schedule form
- Organizational and time management skills
- Provides and accepts suggestions and feedback positively
- Ability to identify complex problems and review related information to develop and evaluate options and implement solutions
- The ability to obtain and oversee the appropriate use of equipment, facilities and materials needed to do certain work
- Evidences proficiency in basic computer skills, and proficient use of all relative software programs

Required Qualifications

- 7+ years experience in administrative environment
- Ability to multitask, prioritize and to handle multiple simultaneous tasks
- Establish and maintain effective working relationships with others
- Meeting and event planning experience is a plus
- Occasional travel for company sponsored meetings
- Ability to lift 25 pounds
- Possess a valid California Driver's License
- Valid state required insurance coverage.
- Copy of policy declaration coverage established at \$100,000/\$300,000.

Conditions of Employment

Employment is contingent upon successful completion of background and reference checks

Salary

Salary range is \$35,000-\$44,000 annually and will be based on knowledge and experience level of the selected candidate.

Hours

This position works a 37-hour work week.