



## Job Description

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<b>Position Title:</b>	<b>Administrative Associate, Member Services</b>
<b>Classification:</b>	Associate
<b>Pay Grade:</b>	Level 11
<b>Department:</b>	Education & Member Services
<b>Employment Status:</b>	At-Will
<b>Position Reports To:</b>	Director of Education and Member Services
<b>Positions Supervised:</b>	None
<b>Judgment Exercised:</b>	Normal
<b>Overtime Status:</b>	Non-Exempt

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### Position Summary

Assists with coordinating the Cal Cities professional department activities and meetings; coordinates awards programs for a variety of professional departments; tracks and maintains membership participation in Cal Cities' departments; acts as a primary point of contact for membership inquiries; and performs related duties as assigned.

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### Essential Duties and Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Professional Departments

- Supports professional department leadership meetings; writes agenda and prepares agenda packets; prepares presentations; works with Education for meeting set-ups; sends save-the-dates/reminders; participates in meetings to review the flow of events, including briefing and providing talking points for presenters/leadership.
- Maintains a list of professional department networks that Cal Cities can use for advocacy, networking and outreach.
- Communicates professional department scheduling to other Cal Cities staff as needed to ensure appropriate participation in meetings and conference calls.
- Maintains communications with new professional department members; prepares and sends new member packets; provides contact information for update in membership database; adds to listservs and Cal Cities newsletter distribution.
- Supports the creation and distribution of a variety of reports.
- Supports and coordinates special projects and working groups for professional departments.
- Maintains an overall professional department work plan and list of history, traditions, and accomplishments.

- Assists in the implementation of professional department leadership succession planning.
- Updates content for the department's pages of Cal Cities website.
- Communicates with professional department president and members; ensures communications include relevant event, professional department, organization and advocacy information.
- May identify and recruit members to participate in working groups.
- Provides support for subunit training for professional department leadership.
- Markets professional department elections.

#### Member Education

- May attend conferences for assigned professional departments; staff member services information table, attend networking events and recruit new active members.
- Coordinates speakers and on-site meeting activities for professional department meetings.
- May develop ideas and panels for meetings, workshops and programs.

#### General

- Provide support during Cal Cities meetings, including Policy Committees, including taking notes, passing microphones, or providing basic tech support during online meetings.
- Coordinates the development, writing, editing and production of publications.
- Assist with development of general research, including survey development and deployment.
- Travels occasionally to locations throughout California in the performance of duties.
- Performs other duties as assigned.

### **Job Qualifications**

#### **Knowledge/Skills:**

- Accurate usage of the English language, including spelling, grammar and punctuation; ability to proofread and edit materials accurately.
- Modern office methods, procedures and equipment including filing systems, business correspondence and report writing.
- Organization, procedures and operating details of Cal Cities.
- Fundamental meeting planning, scheduling, calendaring, and conference call procedures.
- Principles and practices of general administrative office management.
- Proficiency with computer operation and assigned software, including intermediate word processing skills, spread sheet skills, and proficiency with assigned database operations.
- Data control procedures and data entry operations.
- Methods of collecting and organizing data and information.
- Arithmetic calculations.
- Ability to manage conflicting demands on time and multiple tasks involving multiple co-workers; maintain and exhibit flexibility; work under pressure and meet tight deadlines.
- Ability to understand and accurately follow oral and written instructions.
- Ability to establish and maintain effective work relationships with those contacted in the performance of required duties.
- Provide effective customer service to both internal and external customers.

- Communicate clearly and concisely with diverse audiences, both verbally and in writing.
- Employs strategies and approaches to ensure and improve inclusion, diversity and equity-based outcomes within the organization and across Cal Cities policies, programs, and services. Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Manage conflicting demands on time and multiple tasks involving multiple co-workers; maintain and exhibit flexibility.
- Operate and maintain assigned office equipment and machines, including office automation equipment.
- Understand and follow both oral and written instructions.
- Proofread and edit typed materials accurately as required by position.
- Meet schedules and firm deadlines.
- Understand work unit and department goals and priorities in relationship to overall organizational goals and priorities.
- Work with outside vendors on a daily basis.
- Utilize assigned web site and social media tools; oversee and post related information to assigned web site and social media resources.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Sustain a positive, can-do attitude and commitment to customer service for both internal and external customers.
- Respond immediately to changes, demands and workload in a positive and pleasant manner.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Be self-supervising and independently follow through on necessary tasks.
- Perform duties with professionalism, both individually and as a member of a team.
- Be flexible while performing multiple activities.
- Interpret and apply Cal Cities policies, procedures, guidelines, rules and regulations.
- Effectively communicate clearly and concisely with diverse audiences, both verbally and in writing.
- Represent Cal Cities to city officials as required.
- Travel as needed to perform duties and advance organization goals and objectives.

### **Experience and Training**

Three (3) years of progressively responsible experience in association management, membership services, or administrative office management or a combination of education and experience which provides the required knowledge, skills, and abilities. Some direct connection to local government is desirable. High school diploma or equivalent GED. Associate's or Bachelor's degree in public administration, marketing, public relations or a related field is preferred.

### **Physical Demands and Work Environment**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. Tasks require variety of physical activities, not generally involving muscular strain, such as walking, standing, stooping, sitting, reaching and light lifting. Regular and consistent in-person interact and continuous talking, hearing and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform some essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Infrequent automobile and airline travel required in normal course of job performance.

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**Equipment Used**

Computer, keyboard, mouse	Copier	Scanner
Fax machine	Telephone	
Automobile	Current office applications	

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