

May 7, 2024

JOB POSTING: Member Services Administrator

ISO 9001 Certified

We are looking for a full-time Member Services Administrator. The successful applicant will undertake various administrative tasks, ensuring the rest of the staff has adequate support to work efficiently. The tasks will include bookkeeping, training and event planning and coordination, customer service, and general administrative tasks. The ideal candidate will be competent in prioritizing and working with little supervision. They will be self-motivated and trustworthy.

The Member Services Administrator ensures the smooth running of our company's offices and drives sustainable growth.

Responsibilities

- Coordinate virtual and in-person training sessions and meetings
- Maintain communication with students from inquiries and registration through course completion
- Assist in the development/revision/production of training aids such as manuals, presentations, and handouts
- Maintain accurate training records with personnel, financial and other data
- Process membership applications for support organizations and auditors/surveyors seeking certification and professional credentials
- Track, monitor and follow up on auditor/surveyor membership requirements such as Continuing Professional Development (CPD), refresher training, etc.
- Prepare customer agreements and shepherd the process to obtain required documentation
- Request/maintain files of initial/renewal insurance certificates required by agreements
- Assist with the creation/maintenance of procedures in the Quality Management System (QMS)
- Conduct general bookkeeping activities such as A/P and A/P
- Coordinate planning for annual trade shows to include securing booth and meeting spaces along with rental equipment, A/V needs, catering, promotion, and registration
- Prepare content for social media to include design and posting using graphics software
- Manage phone calls and correspondence (e-mail, letters, packages, etc.)
- Track stocks of office supplies and place orders when necessary
- Assist colleagues whenever necessary

Requirements

- Proven experience as an office administrator, training coordinator, or relevant role, minimum of 3 years' experience required
- High school diploma required
- Outstanding communication and interpersonal abilities both verbal and written
- Excellent organizational and leadership skills
- Familiarity with office management procedures and basic accounting principles
- Excellent knowledge of MS Office, QuickBooks Online, and the GoToTraining/ Meeting Suite of products
- Experience with TalentLMS, WordPress, and Canva, products preferred

Serious Inquiries Only

- For consideration, send a cover letter, resume, and salary requirements, *inquiries submitted without all three will not be considered*
- If selected for an interview, must complete an application, and provide references for persons that can speak to recent and relevant work experience, *references will be contacted*
- ***Interested parties must apply through link on our [Job Postings](#).***

15201 East Freeway, Suite 213
Channelview, TX 77530
Office: 832.323.3992
Fax: 832.323.3994
www.thetvib.org