



Membership Specialist

Maryland State Education Association (MSEA) is the Maryland affiliate of the National Education Association (NEA). MSEA is a union and professional association headquartered in Annapolis, Maryland representing 75,000 educators and school employees working in Maryland's public schools. MSEA is dedicated to improving the teaching and learning experience; negotiating professional compensation and advocating for increased education funding and working conditions for public school employees; promoting academic achievement for all students; and protecting labor, civil and human rights for all.

JOB SUMMARY: This position is responsible for coordinating the membership and political action committee (PAC) data processing systems; including maintenance of records; conversions from one reporting system to another; reconciliation of membership data between MSEA, NEA, and local affiliates; reconciliation of membership dues deductions; coordination of reporting needs between local boards of education and MSEA; coordination of the distribution of membership materials; and training of MSEA staff, local staff, and local officers on membership data systems, including improvements and maintenance updates of data systems.

RESPONSIBILITIES:

- Assist with membership processing responsibilities for local affiliates as needed.
- Provide support and guidance to members and staff in determining eligibility, dues, and resolving problems related to membership types, overpayments, and underpayments.
- Provide database training and support to membership staff and local associations including preparation of written instructions and training materials.
- Review procedures and processes to make recommendations to managers and field staff.
- Design, schedule, and generate custom reports and charts to support internal staff and local affiliates requests. Prepare materials for presentations and publications.
- Serve as a state security administrator for national affiliate database programs including IMS and NEA360 (SalesForce).
- Serve as liaison and technical resource to NEA on implementation of membership data systems and other special projects.
- Analyze, map and assist with the import and export of data between files and databases.
- Ensure that membership information on the MSEA website and SharePoint is current.
- Maintain PAC database including the creation of local master files, extraction of information, generation of reports, and importation of data.



- Securely upload annual file for retired dues pension deductions including reconciliation.
- Coordinate recurring membership processes that are cyclical including renewal bills, collections, card mailings, membership file roll-over, ordering, packing, and distribution of membership materials.
- Work with vendors to resolve problems such as members not receiving materials and complaints about other services.
- Coordinate the online election file with the Center for Legal Affairs and MSEA's election vendor to ensure correct member ballots to vote in the MSEA election.
- Inform and document important timelines and database procedures on specific key membership programs to the membership assistant staff.
- Write, edit, and maintain documents for use or publication by MSEA, including user documentation.
- Serve as a member or leader on technical teams and committees.
- Perform other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree, preferably in business administration or equivalent.
- Experience in using advanced features of word processing, spreadsheet, databases, and presentation software, preferably using Microsoft Excel, Access, Word, and PowerPoint.
- Knowledge of on-line membership data systems.
- Experience researching, gathering, validating and analyzing program information to support reporting and informed decision-making.
- Effective interpersonal and customer service skills when interacting with all levels of members, staff, governance, local affiliates and external entities.
- Ability to work independently and collaboratively as part of a team, handling multiple and complex tasks simultaneously under stringent timeframes
- Demonstrated use of sound judgment for decision-making and ability to follow through on tasks with minimal supervision.
- Ability to maintain confidentiality of data and practices.
- Ability to occasionally travel within Maryland and to work extended hours and weekends.
- Has a valid US driver's license that complies with the State of Maryland.



Compensation

Salary: The salary range for this position starts at \$90,577 and will be linked to the 2022-2023 collective bargaining agreement.

Date of Employment: As soon as possible

Submission deadline: Open until filled

Email address: careers@mseanea.org

Interested applicants should submit a resume, cover letter and employment application to the MSEA Careers website. Applications can be found on the marylandeducators.org website. All applications must be typed.

MSEA is an EQUAL OPPORTUNITY EMPLOYER.

MSEA is committed to the principle of equal employment opportunity for all employees with a work environment free of discrimination and harassment. All employment decisions at MSEA are based on business needs, job requirements, and individual qualifications without regard to race, color, religion or belief, national origin, sex, age, sexual orientation, gender identity, marital status, or disability.