



JOB POSTING ANNOUNCEMENT

JOB TITLE: Membership Coordinator, Full-time

DEPARTMENT: Member Services

TYPE: Non-Exempt (Hourly)

IMMEDIATE SUPERVISOR: PBA Director of Member Engagement and Services

Who We Are:

The Professional Beauty Association (PBA) located in Scottsdale, Arizona is seeking a Membership Coordinator. PBA provides advocacy and resources to support companies and licensed professionals working in the beauty industry.

PBA is a stable, growing organization that provides a family oriented and collaborative team environment. PBA headquarters is conveniently located in North Scottsdale with easy access to major freeways.

Position Summary:

PBA is seeking a Membership Coordinator to support the day-to-day activities of the membership department. This position is often the first person a member or customer engages with at the association. Attention to detail, flexibility, and the ability to work effectively with a small team are essential. The ideal candidate is high energy, detail oriented, professional, articulate, positive, responsible, dependable and self-motivated. Travel to the association's annual events is required with other occasional travel possible. The position reports to the Director of Member Engagement and Services.

Core Responsibilities:

Supports association membership department to enhance the member experience.

Responsibilities include:

- Respond to inquiries from members and non-members on association activities and programs while maintaining knowledge of PBA programs, products, services and benefits
- Respond to general membership inquiries regarding benefits, applications, payments, refunds, invoices, member cards, and website logins
- Answer questions and respond quickly to resolve inquiries and requests
- Convey confidence and enthusiasm in the value of PBA membership
- Process membership applications and assist in the monthly billing and engagement process related to membership renewals
- Maintain accuracy and assists with the integrity of membership data in Association Management System
- Ensure positive experience for members/prospects on phone, online and in person at all times

- Identify opportunities to improve processes, streamline operations, and avoid member confusion
- Provide support for annual tradeshows and industry events, to include attendee registration, packing, set-up, attendance at event functions, information dissemination to attendees and exhibitors
- Provide administrative support to staff
- Other duties as assigned

Qualifications, Knowledge, Expertise:

- Minimum of three years of related experience, preferably in a member or client services environment.
- Experience with customer relations management (CRM) software a plus
- Proficient with Microsoft Office to include: Word, Excel, and Outlook and previous database experience
- Self-starter, positive attitude, and customer centric
- Detailed-oriented with great organizational skills
- Excellent written and verbal communication skills
- Ability to work in a collaborative environment and independently

Personality Profile

- Enjoys building relationships and serving members
- Self-directed and motivated
- Flexible and adaptive
- Strong work ethic and intellectually curious

Special Conditions

- Occasional overnight travel may be required
- Ability to lift 50lbs
- Long periods of standing, sitting, stooping and/or reaching may be required

Benefits Package

PBA offers a comprehensive benefits package including competitive base salary, annual incentive bonus, health, dental, vision, disability, group life & AD&D insurance coverage, eleven paid holidays, paid time off starting at 12 days per year, paid maternity/paternity leave, and a 401k retirement plan with an employer paid match up to 3% of wages.

PBA is an equal opportunity employer. For consideration, please email resume and salary expectations to PBA Director of Member Engagement, Elizabeth Fantetti at Elizabeth@probeauty.org. Please use 'PBA Coordinator' in the Subject Line. No phone calls please. While we sincerely appreciate all applications, only those candidates selected for interview will be contacted.