



## Arizona Transportation Builders Association

1842 West Grant Road, Suite 103 • Tucson, AZ 85745  
(p) 520.623.0444 • [www.MovingOurEconomy.org](http://www.MovingOurEconomy.org)

Position Title: Member Services Coordinator  
Reports to: Executive Director  
Status: Full-Time, Exempt  
Compensation: Salary: \$33,000-\$38,000 annually DOE

### **Position Summary**

The Member Services Coordinator is a full-time paid support position in a highly energized office environment with frequent events and meetings serving the organization's membership. ATB is a vibrant construction industry nonprofit with a mission to enhance the quality of life by participating in infrastructure projects, processes and procedures designed to accommodate population growth while protecting the environment and preserving the local culture.

### **Qualifications**

The Member Services Coordinator shall be of good character with quality personal and professional references and with excellent standing in the community. The Member Services Coordinator reports to the Executive Director and is responsible to serve the association and the community with a customer service orientation.

The Member Services Coordinator must be flexible, resourceful, detail-oriented and deadline-focused. The Member Services Coordinator shall have demonstrated success in prioritization, organization, taking individual initiative as well as working as part of a team, and demonstrate communications skills necessary to handle multiple tasks efficiently. The Member Services Coordinator must possess a high degree of proficiency with MS Office software such as Word, Outlook, Excel, PowerPoint and Publisher. Past experience with nonprofits is not a requirement.

This position is a five day a week schedule with some weekend work required for event management. Flexibility in hours worked is important as adjustments will be made to compensate for evening or weekend hours.

Finally, the Member Services Coordinator at ATB must be able to maintain strict confidentiality and be flexible enough to accept and perform any other organization duties that may be assigned to continue the mission of the organization.

### **Primary Duties**

1. Provide excellent customer service, both over the phone and in person
2. Maintain membership databases. In addition, assist in development of a membership recruitment strategy to ensure attainment of yearly membership dues.

3. Generate event collateral materials, schedule venue, market, maintain registration, coordinate volunteers, and provide “on-site” event support,
  - a. Installation Dinner
  - b. February mixer
  - c. Skeet Shoot Tournament
  - d. March Membership Dinner
  - e. April Mixer
  - f. Golf Tournament
  - g. May Membership Dinner
  - h. June Mixer
  - i. Summer Event (Poker Tournament, Autobahn, Top Golf)
  - j. August Mixer
  - k. September Membership Dinner
  - l. October Membership Dinner
  - m. Southern Arizona Construction Career Days
  - n. Auction
  - o. Holiday Mixer
4. Work with and provide direction and support to the Membership Committee to help them accomplish their plan of work and develop their volunteerism to assist ATB with goals.
5. Process new and renewing memberships
6. Coordinate all Committee meeting dates, times and locations
7. Participate and maintain schedule and notes of all ATB meetings
8. Attend Board, Associates and Regional Committee Meetings to record the minutes, or ensure adequate meeting minutes from meeting leadership is shared with participants
9. Maintain mailing, email and other contact lists
10. Assist in weekly email notifications to the members
11. Generate a variety of word processing and spreadsheet documents
12. Act as a liaison to the Southern Arizona Safety Council on behalf of ATB
13. Assist with ATB Scholarship Committee
14. Manage the inventory of ATB promotional materials and office supplies
15. Perform other general office support functions including handling emails, written correspondence, and website information updates
16. Maintain a professional demeanor and image at all times, as the position requires high visibility throughout the community