



**POSITION:** Meetings and Member Services Assistant    **DATE:** August 12, 2019

**REPORTS TO:** NSCDA Member Services Coordinator

**SUMMARY:** Front-line NSCDA membership services position responsible for warm and helpful responses and support to NSCDA members, prospective members, and headquarters visitors. Provide daily reception and operational support, answering phone & email inquiries and welcoming Dame visitors. Ensure accurate and prompt updating of NSCDA member database. Support meeting registrations, preparation, and follow up. Perform duties onsite according to established policies, guidelines, and accepted practices, under the NSCDA Member Services Coordinator's general supervision.

#### **DUTIES:**

1. Serve as NSCDA/Dumbarton House receptionist to include: answering incoming calls; and managing all NSCDA/Headquarters email inquiries. Provide general information about the NSCDA & Dumbarton House to NSCDA members, perspective members, and the general public.
2. Support Member Services Coordinator and National Officers by producing membership reports bi-annually, mailing labels and lists as requested; updating iDames (propriety membership database) Corporate Society membership lists using Society Registrar & National Registrar reports twice per year; and verifying membership lists annually.
3. Manage database and lineage (IDDL) requests, in coordination with the Member Services Coordinator.
4. Support NSCDA and Dumbarton House Board meetings/workshops to include: managing registration processes; process payments; creating mailing labels, event registration lists, and nametags; scheduling & setting up webinars, conference calls, IT needs; and assembling collateral as assigned. Support meetings and meeting follow up as assigned.
5. Ensure general presentation and availability of resources in the Members' Sitting Room, West Wing Meeting Room, and Headquarters Reception/Lobby area. Offer hospitality and assistance to visiting NSCDA members, to include: offering fresh coffee, arranging/leading museum/site tour, providing welcome gift and access to resources, introducing Executive Director/Member Services Manager, etc.

6. Support webinar meetings and conference calls as needed—serving as staff host, coordinating IT and PowerPoints, helping presenters, etc.
7. Support NSCDA Travel Program marketing and administration, in coordination with Member Services Coordinator.
8. Comply with The National Society of The Colonial Dames of America Employee Handbook and Institutional Code of Ethics.
9. Perform other duties as assigned by the NSCDA Member Services Coordinator.

#### **QUALIFICATIONS:**

- Associate degree required
- Experience handling incoming phone calls and overseeing administrative office functions;
- Strong computer skills in databases, word processing, and spreadsheets;
- Proven attention to detail and strong organizing, speaking, and writing skills;
- Proficient in basic computer and IT skills
- Tactful, congenial, self-directed, motivated, and proactive;
- Experience in event planning and event support;
- Flexibility, enthusiasm, and attitude of respect for working with diverse members, staff, volunteers, and visitors;
- Strength, dexterity, and mobility to perform all duties, including lifting objects, stooping, bending, climbing stairs, and working in tiring and uncomfortable positions.

This is a Part-Time 30 hours per week, \$20 per hour, position with a potential for future full time employment. Competitive full benefits package included. **This is a non-exempt position.**

#### **TO APPLY:**

Please submit your resume and cover letter to Veronica La Du at [VeronicaLaDu@nscda.org](mailto:VeronicaLaDu@nscda.org) with the subject line “Meetings and Member Services Assistant.”