Position Description

RMSA Membership Specialist

Position: RMSA Membership Specialist
Reports to: Program Manager

Department: Member Pooling Programs
Programs: RMSA
Last revised: April 2020
Position type: Non-exempt

Position Purpose
The primary purpose of this position is to provide operational, membership and communications support in the administration of the contracted Risk Management Service Agency (RMSA). The incumbent will work closely with the Program Manager and Membership Coordinator in performing excellent customer service and maintaining positive working relationships with members. This position may also provide programmatic support to other projects and services as needed.

Essential Duties and Responsibilities

- Assist the Membership Coordinator in answering general questions and direct issues/concerns to the appropriate staff member or resource
- Develop and maintain effective communications with members regarding RMSA services and resources
- Work with Program Manager and Membership Coordinator in promoting the RMSA program to potential members and assist with the new member enrollment process
- Work with Program Manager and Membership Coordinator in onboarding new Mayors and Clerks and other employees of existing members to familiarize them with RMSA services and resources
- Participate in and assist with in-person new member orientation
- Work with Program Manager and Membership Coordinator to identify new/additional services and resources to assist members with loss prevention efforts and risk management
- Assist with the annual renewal coordination, including preparing and sending RMSA’s Annual Renewal Survey and gathering necessary data from the membership
- Coordinate member grant programs, including periodic usability reports
- Coordinate member scholarship programs, including periodic usability reports
- Assist the Program Manager and Membership Coordinator with updates of content for all the program’s marketing materials, website, and resources
- Maintain contact information in the AWC database for RMSA members
- Work on special projects as assigned
- Complete other duties as assigned or self-initiated with supervisor approval

Knowledge, Skills, and Abilities

- Proficient in Microsoft Office Professional and have the ability to learn and use a wide variety of proprietary software
- Extensive knowledge of business writing, punctuation, grammar, proof reading, spelling and arithmetic
- Ability to model the organization’s high standards of quality customer service to all internal and external customers
- Possess strong communication skills and articulate clearly both with the written and spoken word, demonstrating a high degree of accuracy
- Demonstrate creativity and willingness to experiment with new ideas
- Ability to be flexible and open to changing priorities and managing multiple tasks simultaneously within compressed timeframes
- Ability to work as a member of a team and to collaborate on program initiatives
- Ability to juggle competing demands between long-term projects and emergent needs

Disclaimer: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Duties, responsibilities, or qualifications may change, or new ones may be assigned at any time with or without notice.
• Ability to meet deadlines and complete assigned tasks in a timely manner
• Ability to plan, organize, and prioritize multiple diverse work tasks
• Demonstrate punctual and reliable attendance
• Possess a professional appearance and conduct for an office setting

**Working conditions**
Work is primarily performed in an office setting. The work involves sitting for extended periods of time and working with a computer, including repetitive motions with the wrists, hands and fingers. The work may also involve standing for long periods, stooping, and lifting and carrying objects weighing up to 30 lbs. The job incumbent may be expected to attend various events or trainings to carry out various responsibilities and therefore will be away from home, possibly overnight to attend conferences. In most cases overnight stays will not exceed 10 nights a year.

**Employment requirements**
• Associate degree in insurance, business, or related field desired. Experience may be substituted year-for-year for academic achievement
• Three years’ experience working in a professional office setting providing customer service
• Two years’ experience working in the fields of property & liability insurance, risk management or public sector preferred but not required