



**AIA**  
New York

## **JOB OPPORTUNITY**

**TITLE:** Membership Services Assistant

**ORGANIZATION:** AIA New York

**DEPARTMENT:** Member Services

**SUPERVISOR:** Assistant Director, Member Services

**CLASSIFICATION:** Part-time non-exempt (20 hrs per week base schedule)

**RATE OF PAY:** \$24-\$26/hour

**POSITION DESCRIPTION:** The Membership Services Assistant has responsibility for the core administrative support of AIA New York's member services, which include member tracking, member billing, programs, competitions, and more.

The Membership Services Assistant is supervised by the Assistant Director, Member Services, and works in support of the Program and Events Coordinator, who is responsible for the programmatic execution of the Chapters wide range of member programming. The Membership Services Assistant is the primary contact for member enrollment, renewal and technical support. The base weekly schedule for this position is Monday-Thursday, 10:00am- 3:30pm with a ½ hour lunch break, though some early mornings, evenings, and weekends may occasionally be required. Responsibilities include:

- Field questions and concerns from Architects and Design Professionals related to AIA Membership and benefits;
- Maintain accuracy of data on members in the Membership Database;
- Update the web-based AIA New York Member and Firm Directories;
- Coordinate member recruitment efforts and annual membership renewal drive, including fee invoicing and collection;
- Provide technical support to event registrants and support the Program and Event Coordinator on ticketing and event registration services for AIA New York programs and events;
- Support the administrative needs of committee members and their programs;
- Manage data transfers to/from database;
- Serve as the secondary point of contact for Continuing Education services, administer the processing of credit and certificates, and customer service for event attendees with credit issues;
- Set up and administer submission platform for all chapter competition and awards programs; and
- Other duties as assigned

### **QUALIFICATIONS:**

- Bachelor's Degree preferred;
- 1-2 years relevant experience in a non-profit, design, and/or architecture setting;

- Outstanding computer skills; in particular with the Microsoft Office 365 suite of products, especially Excel;
- Experience managing data sets;
- Experience with Salesforce Classic strongly preferred;
- Excellent communication and interpersonal skills;
- A balanced ability to conduct detail-intensive independent work, and be a strong team player; and
- Well organized and detail oriented.

**APPLICATION INSTRUCTIONS:** Qualified applicants should send a thoughtful cover letter and resume to [info@aiany.org](mailto:info@aiany.org). Please put the job title and your last name in the subject line; include the cover letter in the body of the email; and attach your resume as a PDF.

Applicants that do not follow these instructions will not be considered. No phone calls, please.