

**CANADIAN DENTAL HYGIENISTS ASSOCIATION
POSITION DESCRIPTION**

POSITION TITLE: Membership Assistant

REPORTS TO: Manager of Membership Services

SCOPE OF POSITION

This position provides front-line customer-service support to members as well as coordination and support of the delivery of membership services.

KEY RESPONSIBILITIES

Membership Services

- Receives all in-coming calls, general mailbox emails and Freshdesk messages from members and answers, or redirects them as appropriate, in a timely manner
- Processes membership registration and category changes, including payments
- Processes Educator applications, coordinates payments and maintains file; follows up with Educator institutes when necessary. Maintains member profile information in the membership database, including updates, verification of new accounts created online, province changes, updating membership status as per regulatory bodies' publications, merging duplicate accounts, running bi-weekly quality assurance reports and ensures data accuracy for publication mailing lists
- Analyzes and prepares NDHCB exam results and updates iMIS accordingly
- Makes outbound calls to support the membership marketing strategy
- Assists the manager of membership services in the preparation of statistical reports and presentations
- Assists in the preparation and launch of membership campaigns, including making outbound calls and preparing mailings
- Prepares and mails out membership documents as requested in a timely manner
- Provides fax, scanning, printing, photocopying and mailing support for membership-related activities
- Engages and interacts with members regularly in a variety of contexts including phone, email and in person to ensure membership satisfaction and excellence in service delivery
- Provides general administrative support to the manager
- Provides support to DHP in assisting with French member communications, and DHP related inquiries where applicable
- Provides backup support as required to Marcom or Finance & Operations personnel (job board approval, parcels, ordering of supplies, etc.)

CONTACTS

Internal Contacts

- Staff at all levels

External Contacts

- CDHA members
- Regulatory Bodies
- Provincial Associations
- Companies providing goods and services for the Association
- Public

DECISION MAKING AUTHORITY

- Makes independent decisions based on existing guidelines, policies and procedures for routine activity related to above responsibilities; requires direction where guidelines, policies and procedures do not exist

FORMAL EDUCATION AND TRAINING

- Post secondary education in an administrative field and/or equivalent education and experience

EXPERIENCE

- Three years progressively responsible experience in a combined customer service and administrative support role

KEY QUALIFICATIONS

- Prior experience in a member-based professional association environment
- Fluently bilingual in French and English with excellent written and oral communication skills and strong interpersonal skills for dealing professionally with members, volunteers, students and other organizations
- An intermediate-level working knowledge of Microsoft Office, including Outlook, Word and Excel, as well as project management platforms ie Basecamp (an asset)
- Significant prior experience with data entry and performing search and reporting functions within a membership database. Experience using iMIS is preferred
- Exceptional organization skills and the ability to work under deadlines, multitask and to use sound judgement to effectively deal with competing priorities
- Excellent attention to detail is a must for data entry
- A positive and constructive attitude for improving office systems and procedures, and a willingness to acquire new skills and take on new responsibilities
- Ability to work in a fast-paced team environment
- Conscientious about punctuality

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