

## Position Description – Membership Services Manager

**Position Title:** Membership Services Manager

**Start Date:** July 1, 2021

**Reports to:** Executive Director

**Position Status:** Exempt / Full Time

### Position Summary:

The Membership Services Manager provides support to CAIS member schools. The Manager works within the CAIS team to provide services directly to members and coordinates with other CAIS team members to ensure strong customer service in all of the CAIS membership functions. The Manager must have or develop an understanding and knowledge of CAIS's mission and culture.

The Membership Services Manager works within the CAIS team and coordinates with association colleagues, including CAIS staff and Board, members of Association Commissions, and other CAIS affinity groups. Collaboration with various constituents will be necessary for determining and meeting the needs of association colleagues and assisting the association's strategic goals.

CAIS works in a remote office landscape, so the ability to work independently *and* collaboratively is essential. In addition, the Manager must have exceptional technical competency, including a high degree of fluency in Google Workspace and experience with database management. The Manager should be comfortable learning new digital platform technologies and guiding colleagues in their use as needed. This role is often the “first-stop” for members, so strong interpersonal skills across media platforms is important, as customer service is essential for the role. The Membership Services Manager will necessarily need to develop contacts within the member schools and within the Connecticut State Department of Education. As part of the annual review process, the Membership Services Manager will meet with the Executive Director to review and revise duties as necessary for the future.

### Duties and Responsibilities:

Support for Commission on Membership and Accreditation

- Maintain the Accreditation Portal
- Support Visiting Teams
- Communicate with schools
- Maintain accreditation documents
- Support the Director of Accreditation Services

Support for the Board of Trustees

- Take minutes
- Maintain Board slate
- Communicate with Trustee

#### Support for CAIS member school Administrative Assistants

- Facilitate the Commission on Heads' Assistants (CHA)
- Assist with CHA Annual Conference and other professional development for the commission
- Provide and serve as a resource for information related to licensing, documentation, reporting, etc.

#### CAIS Communication

- Communicate general association business with schools
- Attend association meetings and communicate key topics to relevant constituents
- Direct association members and the public to appropriate CAIS resources

#### Database

- Maintain databases and listservs for all groups

#### State Compliance and Reporting

- Serve as liaison between CAIS school nurses and the Department of Health
- Be knowledgeable of required sexual harassment prevention training as well as Mandated Reporting
- Be knowledgeable of issues involving the DMV that apply to schools
- Be knowledgeable of employee fingerprinting guidelines and the required FBI audit.
- Maintain records required by mandatory lobbying reporting

#### Key Qualifications:

- High emotional intelligence, warmth and sense of humor
- Ability to work both independently and collaboratively
- Professionalism, and ability to think creatively and spontaneously
- Demonstrated interest in supporting schools and educational initiatives
- Commitment or willingness to foster an equitable and inclusive workplace and community
- Respect for difference and a recognition that multiple perspectives inform human experience
- High degree of professionalism with member schools and corporate partners
- Effective representation of the organization in public situations
- Ability to handle confidential information and maintain strict confidentiality
- Familiarity or comfort accessing and managing a range of databases a plus

#### Required Qualifications:

- B.A. degree in a related field and a minimum of 3 years relevant experience required
- A demonstrated understanding of the educational environment in Connecticut
- Ability to communicate effectively with school professionals
- Strong technology skills, including Google Workspace
- Experience with digital communication platforms such as Zoom, as well as social media platforms, websites and portals
- Ability to think and plan strategically and creatively

**Physical Requirements and Work Environment:**

- Occasionally lift up to 30 pounds
- Work effectively in a remote-office environment
- Work effectively at association events throughout the state
- Work in a fast-paced and professional environment dealing with a wide variety of challenges, deadlines and a varied and diverse array of contacts
- Ability to work at a desk and computer for extended periods of time
- Work in association school environments with frequent contact with educational professionals

This position begins July 1, 2021, is full time and in a remote office landscape. If interested, please email Rick Branson at [branson@caisct.org](mailto:branson@caisct.org). Attach to your email the following documents in pdf form: a letter expressing your interest; a 1-2 page resume. Please put your last name in each file name, such as: "LastName\_Resume.pdf." Applications will be accepted beginning March 15, 2021; the position will be open until filled.

For CAIS, one of our foremost priorities is to create a work environment that reflects the diversity of the world in which we live and the schools we represent. Our goal is a team where each person can be themselves in a workplace that values diversity, equity, and inclusion.

CAIS is an equal opportunity employer. We are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related conditions), parental status, national origin, age, physical and mental disability, marital, civil union, or domestic partnership status, sexual orientation, gender identity, gender expression, military and veteran status, and any other characteristic protected by applicable law.