



## **Registration and Front Office Assistant**

### **ABOUT US**

Texas Library Association (TLA) a non-profit organization founded in 1902 to promote libraries and library services in Texas, supports the work of libraries, library professionals, and educators throughout the state. Our membership of almost 6500 members includes library professionals from school, public, academic, and special libraries, and library supporters dedicated to helping libraries better serve their communities.

### **Job Description**

#### **Temporary Position: Present to May 7, 2021; 30 – 40 hours a week**

This position will provide professional and timely customer support for a busy statewide association office via phone and email. Timely and accurate data entry and data management for membership renewal and annual conference registration will ensure the association is prepared for the upcoming virtual TLA Annual Conference April 22 -24.

This position will be conducted 75-90% remotely from your home office. Office hours are 8 – 5 p.m. The position will report 1 day a week from our physical location in North Central Austin as needed.

Applicant must have access to high speed internet, a good microphone or ear buds, camera for video calls and their own laptop. Phones are managed through a computer-based voice over IP service. Calls can be conducted through a headset; you will not need to use your cell phone. All interviews and training will take place over Zoom.

This position reports to the Executive Director and works closely with other team members.

### **Customer Service**

- Provide timely and high-quality customer service, resolve problems, assist and answer questions from members and volunteers over the phone and via email.

### **Data Entry**

- Ensure accurate and timely data entry of all incoming conference registration and membership dues renewal data.

- Using TLA's proprietary databases enter event and program registration for the Annual Conference and provide attendee management support in our virtual event platform.
- Produce registration reports as well as registration-related meeting materials, such as attendee lists, CE credits and certificates.

### **General**

- Perform general administrative functions such as reception desk support as needed for visitors and callers, ordering office supplies order, fulfilling TLA store orders, etc.
- Other duties as assigned.

### **QUALIFICATIONS / EXPERIENCE / EDUCATION:**

- Associates Degree or higher strongly preferred, but experience may be considered in lieu of education.
- Proficient Microsoft Office programs (Word, Excel, PowerPoint) as well as use of databases; Access database experience ideal.
- Two to five years of customer service experience preferred.
- Experience with current business office technology systems such as VoIP, Zoom, Microsoft Teams, use of copiers and postage machines.
- Can-do problem solver with ability to thrive in a fast paced, collaborative, team environment.
- Quick and inquisitive learner; experience with associations and large conferences and meetings a plus.
- Excellent verbal and written communication skills.
- Reliable, self-starter with excellent time management and organization skills.
- Ability to lift 20 lbs.
- Position contingent on passing criminal background check.

### **HOW TO APPLY:**

If you feel you have the experience for this exciting opportunity, we want to learn more about you! Please submit your resume and a cover letter along with your availability to start and desired hourly rate to:

Shirley Robinson, CAE  
Executive Director  
shirleyr@txla.org