



Member Services Coordinator

TLA Overview

The Texas Library Association (TLA) is the largest state library association in the U.S. with almost 6,000 members representing all library types: academic, public, school, and special and library supporters dedicated to helping libraries better serve their communities. TLA is a non-profit 501c3 organization founded in 1902 to promote libraries and library services in Texas and support the work of libraries, library professionals, and educators throughout the state. TLA is committed to providing and promoting a highly inclusive, welcoming workplace experience for all employees.

Exempt; Directly Supervises: 0

Position Overview: The Member Services Coordinator provides professional support to members and guests whether in person at our office, over the phone, via email or onsite at events. This position will support our membership and administration office functions as well as other teams as needed.

This front-line customer service position is based out of our Austin office and residence in the Austin/Central Texas area is a requirement. TLA currently offers a hybrid work schedule option up to two (2) days a week. During crucial times in advance of large events such as the TLA Annual Conference, up to five (5) days a week in-office may be required.

Primary Duties:

- Serves as a primary phone and member response support.
- General day-to-day office duties include restocking supplies, filing, fulfilling store orders, logging and distributing mail, and other functions as assigned.
- Supports Professional Development and Event duties as assigned.
- Supports, along with other staff, association-wide projects and functions as assigned.

Membership and Event Registration support

- Assists members, prospective members, with joining and renewing TLA membership, accessing membership benefits, conference and event registration, using the TLA website.
- Creates orders and invoices for new memberships and renewals.
- Sends notification emails to TLA members regarding their membership or registration.

General Accounting support:

- Coding payments
- Assist with preparation and follow-up on invoices and outstanding collections.
- Maintaining payment batches in Association Management Software

Association Management System support:

- Develop queries and reports to assist in data analysis.

Who You Are:

- Bachelor's degree desired.
- Minimum 2-3 years' administrative experience, preferably with membership associations, with comparable responsibilities and/or training, education and experience
- Strong proficiency in all Office 365/Teams – Word, Excel, PowerPoint as well as Zoom and other current office products.
- Knowledge of association management software or similar platforms is strongly preferred.
- Ability to deliver on-time and within budget approved projects within established parameters using independent judgment and related work experience.
- Proven ability to troubleshoot and to plan effectively to avoid problems.
- Commitment to an inclusive culture and approach to your work.
- Professionalism: Good judgment; ability to interact with all levels of staff, volunteers, and vendors.
- Ability to lift 20 lbs.
- Travel is required to attend and staff the TLA Conference or other events. Events may require 3 to 7 days of travel time.
- Position contingent on passing criminal background check.

Salary Range: \$43,000 to \$48,000 depending upon experience.

Excellent employee benefits provided including:

- Company-paid employee health, vision, dental, and ADD insurance.
- Employer-matching 401(k) retirement fund
- 20 paid holidays each year
- 10 paid vacation days each year
- 12 paid sick/3 personal days each year
- Option for remote work in Texas up to 20%
- Employer paid professional development.
- Onsite fitness facilities
- Centrally located in North Central Austin off Mopac

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

TLA is an Equal Opportunity employer. Personnel are chosen based on ability without regard to race, color, religion, sex, national origin, disability, marital status, or sexual orientation, in accordance with federal and state law.

Applications close February 26, 2024 at 5 p.m.

To apply please submit your resume, cover letter, salary requirements and availability to hr@txla.org.