

**Title:** Member Engagement Specialist

**Classification:** Full Time, Salary

**Salary:** \$70,000-80,000 per year DOE

**Benefits:**

- Eligible for medical, dental, and vision insurance
- Remote position (California residents only)
- Flexible work schedule
- Casual and supportive atmosphere
- Generous sick and vacation leave

**California IT in Education (CITE) is seeking a customer service and membership systems champion to support our thriving association. Help drive the success of an organization that's experienced remarkable growth and is deeply committed to leading, developing, and supporting our members. As the Member Engagement Specialist you will support CITE with day-to-day communication with members, process improvements, database updates, and increase our community's engagement with CITE programs and resources.**

**You might be a great fit if you:**

- **Are a process person, who loves developing systems to scale support and engagement.**
- **See every interaction as a chance to build lasting member relationships.**
- **A collaborative team member that can celebrate the teams' big and little steps towards organizational goals.**
- **Use technology to track, multitask, and manage your daily work and long-term projects.**
- **Can thrive in a flexible remote work environment (must be located in California).**

**California IT in Education (CITE) is a nonprofit professional association serving K-12 technologists in California schools. More information can be found at [www.cite.org](http://www.cite.org).**

**Position Objective:** The primary function of this role is to provide comprehensive support to CITE's Members - ensuring smooth execution of programs, services, and membership processes. Responsibilities include managing member systems, supporting ongoing projects, member communication, and maintaining accurate documentation and reporting. This role contributes to the overall efficiency and effectiveness of CITE.

**ESSENTIAL DUTIES**

- Perform member support tasks, including but not limited to answering and making phone calls, preparing correspondence, and inbound and outbound emails.
- Review and approve member applications in accordance with CITE's policies.
- Proactive support and update of Organizational/Team Memberships.
- Proactive outreach to potential and expired members.

- Support of member engagement projects including planning, issue spotting, member outreach, internal and external communications, and delivering on KPIs.
  - Database Clean Up Project
  - Membership Process Mapping and Communications Project
  - Member Engagement Tracking Project
  - And other projects as assigned
- Member systems lead/expert/trainer (Association Management Software, Online Community, Communications Software).
- Proactively support member systems strategy across the organization, suggesting how other teams can use the Association Management Software, Online Community, and Communications Software.
- Execute renewal process and communications
- Support Member Engagement Committee
- Support volunteer programs (conference, etc.)
- Support monthly Featured Members program.
- Serve as back up to member focused webinars, speaking engagements, tradeshow, and Regional Group meetings.
- Misc support for other member engagement activities.

## **REQUIREMENTS**

- High School Diploma or GED
- Solid knowledge of Office365 (Outlook Scheduling and Excel a must), Zoom, Google
- Excellent verbal and written communication skills
- Ability to multitask and perform under tight deadlines
- Customer Service experience
- Use of Association Management Software (preferred)
- Use of Project Management Software (preferred)
- Marketing or Association experience (preferred)

## **WORKING CONDITIONS AND PHYSICAL DEMANDS**

- Must be able to remain in stationary position for extended periods
- Constantly operates computer and other office equipment
- Ability to travel independently up to 10-20% of the time to partner conferences and districts as needed
- Ability to travel independently and participate in CITE Annual Conference (full week, California locations)