

Title: Member Experience Assistant

Reports to: Director of Member Experience

Classification: Full Time, Hourly

Salary: \$45,000-60,000 per year DOE

Benefits: Eligible for medical, dental, vision program as offered.

California IT in Education (CITE) is a nonprofit professional association serving K-12 technologists in California schools, districts, charters, and county offices of education. More information can be found at www.cite.org.

This is a remote position based in California with required in-state travel. Our organization is unable to offer employment to non-California residents. If applying from out of state, please provide a cover letter explaining the status of your relocation to California to be considered for the position. As a small nonprofit, we are unable to offer relocation assistance.

Position Objective: The primary function of this role is to provide comprehensive administrative and operational support for the Member Experience Department, ensuring smooth execution of programs and services. Responsibilities include managing member records, supporting budget and expense processes, coordinating communication with members and sponsors, assisting with event logistics, and maintaining accurate documentation and reporting. This role contributes to the overall efficiency and effectiveness of the Member Experience team through proactive administrative assistance and exceptional customer service.

ESSENTIAL DUTIES

- Perform administrative tasks as assigned, including but not limited to answering calls, preparing correspondence, meeting scheduling, coordinating travel
- Prepare and send meeting agendas and notes
- Supports budget management and tracks expenditures; prepares expense reports
- Organize external documentation for Member Experience programs
- Create system documentation
- Update membership renewals
- Modify member records as requested
- Audit membership data
- Create new member accounts
- Approve member accounts
- Answer membership questions via email and phone
- Run membership reports
- Send membership invoices
- Provide support in tracking sponsor benefits and correspondence with sponsors
- Provide onsite event support by:



- Answering frequently asked questions
- Running reports
- Adding events to Upcoming Events calendar as needed
- Webinar scheduling and support
- Onsite event support (as needed/if local)
- Some travel may be required.
- Other duties as assigned.

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
- Administrative experience
- Marketing or Association experience (preferred)

WORKING CONDITIONS AND PHYSICAL DEMANDS

- Ability to lift 20+ pound boxes to a height of three feet and move onto carts or vehicles
- Must be able to remain in stationary position for extended periods
- Constantly operates computer and other office equipment
- Ability to travel independently to partner conferences and districts as needed
- Ability to travel independently and participate in CITE Annual Conference (full week, before or after Thanksgiving week depending on year, California locations)

BENEFITS

- Remote position (California residents only)
- Flexible work schedule
- Casual and supportive workplace atmosphere
- 401(k) contribution
- Health, dental, vision, and life insurance
- Generous sick and vacation leave