



JOB DESCRIPTION

Membership Data Specialist

Department: Volunteer Support and Customer Care
Reports To: Director Volunteer Support and Customer Care
Salary Grade: 4 - Nonexempt

Job Summary

In order to ensure the data integrity of information needed for customer service, reporting, and decision making at all levels of the organization, the Membership Data Specialist performs functions for normal or specialized creation, entry, update, maintenance, and quality of the Volunteer System data for the council, as related to membership. The specialist analyzes, develops, and recommends best practices for capturing, recording, and reporting quality membership data. The specialist regularly runs and reviews membership reports and data; as such may identify data quality issues, research and investigate the causes of data issues, and work independently or in conjunction with specialists, data administrator, and management to recommend and/or implement corrective action.

Essential Duties and Responsibilities:

- Administers councilwide membership data functions through the organization's membership database.
- Responsible for creating new troops in the membership database.
- Manages updates and changes to troop accounts, adult member accounts, etc.
- Provides high quality customer service and case management to members regarding issues to their accounts.
- Initiates and manages background checks of adult members and volunteers.
- Responsible for running assigned reports and administer to appropriate staff.
- Responsible for inputting back office membership registrations.
- Provides back-up to Volunteer Support and Customer Care Department team members with customer support, recruitment, and system tasks.
- Maintains current knowledge of the local council and the national movement.
- Performs other duties as assigned.

Minimum Qualifications

Education and Experience:

- High School Diploma or equivalent.
- Data entry and database management experience.

Required Skills and Abilities:

- Proficient computer skills.
- Proficient computer skills in Microsoft Office including Word, Excel, and Outlook and common applications.
- CRM experience.
- Strong communication skills – both written and verbal.
- Strong customer service skills.

Physical and Schedule Requirements:

- Must be able to lift and carry up to 25 pounds.
- Prolonged periods sitting at a desk and working on a computer.
- Willingness to work a flexible schedule, including some evenings and weekends.

Updated: June 2022

Employee Acknowledgement

I have read the above job description and understand the essential functions of the job and its physical requirements and/or working conditions. I am qualified and able to perform the job with or without a reasonable accommodation.

Employee Signature **Date**

Supervisor Signature **Date** **Human Resources Signature** **Date**

NOTE: The essential job functions and associated mental and physical requirements describe the general nature and level of the work performed. They are not intended to represent an exhaustive listing or be inclusive of all aspects of the job. The tasks and procedures involved in the performance of the essential job functions may vary from day-to-day. Major changes in areas of responsibility may occur, as directed by management, and will require revision of this job description.