

## **Escambia-Santa Rosa Bar Association Member Services Coordinator**

**POSITION SUMMARY:** The Escambia-Santa Rosa Bar Association (ESRBA), a member-based organization located in downtown Pensacola, Florida seeks an enthusiastic, detail-oriented, customer-focused member services coordinator. This position is instrumental in driving membership and the attainment of organizational goals. The member services coordinator must be proficient in database management, developing and nurturing relationships with members, recruiting new members, planning monthly meetings, assisting with professional development seminars, and communicating with members via a variety of channels. This position also performs general office operational functions. The position reports directly to the executive director.

### **PRIMARY RESPONSIBILITIES**

- Establish customer service as a first priority
- Manage annual membership renewal processes and recruitment campaigns
- Maintain accurate, updated membership records, including historical data for reporting purposes
- Provide membership statistics, profiles, and reports as requested
- Work with the executive director to develop promotional membership materials
- Assist with sponsorship procurement and the achievement of revenue targets
- Coordinate publication of the ESRBA annual member directory
- Manage the ESRBA website, email marketing, and social media presence
- Drive revenue from membership enhancement opportunities including premium web profiles and member directory specialty listings
- Craft engaging content for web, social media, and print publication
- Execute special events including planning, promotion, accepting reservations, and working with venue/catering staff
- Serve as primary contact for general public phone calls and correspondence; responding in a timely manner to all inquiries
- Provide back-up for the Lawyer Referral Service phone intake
- Maintain an orderly online library of Continuing Legal Education resources
- Record daily bank deposits
- Create invoices as needed and required

### **ADDITIONAL DUTIES**

Provide support for the executive director, executive council, foundation, and committees as needed. This job description is not designed to contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time or without notice.

### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

- Thorough understanding of the dynamics of member and program-based revenue in a nonprofit setting
- Proficient in database management, virtual meeting platforms, web-based email marketing platforms, online survey tools, social media, and Microsoft Office applications
- Comfortable with learning new software
- Excellent, professional verbal and written communication skills
- Strong planning and organizational skills

- Keen active listening skills to accurately respond to inquiries, concerns, and requests
- Digital marketing, web, and social media skills
- Intermediate graphic design, video, and photography skills
- Attention to detail and ability to self-audit work
- Ability to handle multiple priorities and deadlines.
- Ability to take guidance and work closely with staff, members, and volunteers to maintain accuracy and consistency in record keeping and database management
- Ability to competently report on membership, program-specific engagement, and revenue
- Ability to exercise discretion with confidential information

## **EDUCATION/EXPERIENCE**

Bachelor's degree in business administration, communications, marketing, hospitality or a related degree from an accredited university a one year of experience in association or nonprofit management, development, marketing communications, hospitality management or related fields. Equivalent combination of education and experience may be considered.

## **WORK ENVIRONMENT**

This position operates within a collaborative, professional office environment. ESRBA takes the health of its team, members, and community seriously. The office strictly follows Center for Disease Control COVID-19 guidelines and related government mandates. All team members are expected to cooperate. Events and meetings may take place offsite and are occasionally held after normal business hours. Remote working may be required.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made available to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to type; and to see, talk, and hear. The employee may be required to reach with hands and arms. The employee is frequently required to stand, walk, and occasionally required to stoop, kneel or crouch. The employee may occasionally lift and/or move up to 15 pounds.

## **COMPENSATION AND HOURS:**

Normal business hours are Monday to Thursday, 8:00 a.m. to 4:00 p.m., Friday 8:00 a.m. to 2 p.m. Wages are paid based on 40 hours per week. This is a full-time hourly position. The pay range for this position is \$15.00-\$17.00 an hour, which annualizes to \$31,200.00 - \$35,360.00 (Wage rate dependent on qualifications.)

## **CONTACT:**

ESRBA is an equal opportunity employer and a drug-free workplace. All qualified candidates will receive consideration for employment without regard to race, color, religion, sex, age, sexual orientation, gender identity, national origin, disability, or genetic information. Valid identification, transcript(s) and background check required. This position is open until filled. Please email a cover letter, resume, and references (all required for consideration) to [jeff@esrba.com](mailto:jeff@esrba.com) or mail to:

Jeff Nall, APR, CPRC, PCM  
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