

## JOB DESCRIPTION – MEMBERSHIP SERVICES ASSISTANT COLUMBIA BOARD OF REALTORS®

The Membership Services Assistant for the Columbia Board of REALTORS® (CBOR) is a part-time position that reports to the Membership Director, Chief Executive Officer (CEO), and Chief Operating Officer (COO). The Membership Services Assistant must possess strong organizational and outstanding interpersonal skills. Experience with and knowledge of customer service, social media, photo & short video editing, and some graphic design is preferred.

### GENERAL OVERVIEW OF JOB MANAGEMENT RESPONSIBILITIES

- Primary contact for members and visitors to CBOR offices
- Answer phone calls to main phone line
- Assist Membership Director with accommodating membership needs
- Create flyers for events and announcements
- Assist in short video production
- Create posts for social media accounts
- Data entry
- Making updates to websites
- Various office duties when needed

### OTHER DUTIES

- Assist members with lockbox system and hardware issues
- Assist in event Planning
- Answer Board office telephone in timely manner
- Completing errands outside of office
- Other duties as arise and assigned

### KNOWLEDGE REQUIREMENTS AND RESPONSIBILITIES

- Position requires 15 to 20 hours per week in a business office operating from Monday – Friday from 8:00 a.m. to 5:00 p.m. Additional hours maybe available at times after hours.
- Must be available on Fridays from 1:00 p.m. to 5:00 p.m.
- Knowledge of graphic design, photo and video editing, and social media experience is a plus.

Membership Services Assistant - ADA Statement:

- The MEMBERSHIP SERVICES ASSISTANT needs to walk consistently up and down stairs to attend meetings , access files and move office machinery
- The MEMBERSHIP SERVICES ASSISTANT needs to operate a computer keyboard, telephone system, copy machine, computer printer and various other office machines.
- The MEMBERSHIP ASSISTANT frequently communicates with association members, affiliate members and the public the oral and written format.
- The MEMBERSHIP SERVICES ASSISTANT is required to frequently assess reports and interpret information and from various industry systems and websites.
- The MEMBERSHIP SERVICES ASSISTANT regularly moves office equipment, training room tables and chairs and equipment to facilitate events.
- The MEMBERSHIP SERVICES ASSISTANT in the course of events is required to be outdoors regularly.