

WASHINGTON COUNTIES RISK POOL

JOB DESCRIPTION

Position: MEMBER SERVICES SPECIALIST
Reports to: Deputy Director - Finance & Operations
FLSA Status: Non-Exempt
Experience Level: Intermediate

Nature of Work: Assists with the coordination of the Member Services function of the WCRP, including education, training, and event planning. Work generally involves the development and implementation of Pool-wide member services options to achieve the Pool's mission to reduce the frequency and severity of losses, through the Board of Directors' and Executive Director's policies and directives.

Duties and Responsibilities:

1. Answer telephone, e-mail and Web inquiries related to Member Services.
2. Provide support in the administration of the Pool's training, scholarship, sponsorship, and other membership programs both regionally and for individual member counties
3. Assist in the planning, development, and facilitation of training for individual member counties, regional collaborative training and Pool-wide general member training.
4. Assist with information gathering, design, and production of Pool publications, newsletters, annual reports, training announcements, marketing materials and its website using tools that include desktop publishing, presentation software and display boards.
5. Research and draft recommendations of procedures, products, services and activities within the Pool or a specific program of the Pool.
6. Assist with the development of Member Services work plans and annual budget.
7. Maintain and enhance effective and productive relationships between the Pool and its member counties and their staffs.
8. Support the coordination of programs or services with other agencies.
9. Generate and respond to correspondence with members and other entities related to training, conferences, and events, including creating and maintenance of calendar reminders, follow up training emails and other correspondence as needed.
10. Timely and accurately prepare materials for conferences, presentations, and training.
11. Assist with logistics for Pool conferences and trainings, such as arranging meeting space or online platform, participant registrations, dining arrangements, special needs, and lodging.
12. Assist as necessary in providing on-site presence for member training, conferences, or attending training and/or meetings on behalf of the WCRP.
13. Facilitate post-training and conference surveys, including preparing and sending, as well as organizing and analyzing responses.
14. Work closely with the Pool's Administrative staff in maintaining web-based reference library, training calendar and meeting schedules.
15. Participate in continued education to further enhance skills and maintain up to date knowledge on member services, risk management and liability issues facing counties.
16. Work with other agencies in the WCRP's participation and collaboration in the Certified Public Official (CPO) Program.
17. Perform other functions as assigned.

Knowledge, Skills, and Abilities:

1. General understanding of principles, practices, methods and techniques of risk management, safety programs, public entity insurance and risk management.
2. Basic knowledge of budget development, preparation, and administration.
3. Ability to operate various office equipment and machines, including personal computers, calculators, fax machines, printers, photocopiers, and multi-line telephone systems.
4. Experience in event planning, training, and education coordination, and use of participant registration systems is preferred.
5. Proficient use of MS Office, including Word, Excel, Outlook, Access, PowerPoint, and Publisher.
6. Ability to keep sensitive and privileged information confidential.
7. Communicate effectively, both orally and in writing.
8. Maintain effective and productive relationships with other employees and management, WCRP member counties and their staffs, consultants, and industry representatives.
9. Excellent time management, interpersonal, communication and organizational skills.
10. Flexibility to travel and work irregular hours, when needed.
11. Ability to maintain accurate and complete records.

Minimum Qualifications:

1. Bachelor's degree or other educational coursework which demonstrates an acceptable level of education necessary to perform the work described.
2. Three (3) years progressively responsible work experience, preferably in a related field.
3. A combination of education, experience and/or training which provides the required knowledge, skills and abilities to meet or exceed the duties and responsibilities of the position.
4. Two (2) years in an office support position which includes experience independently coordinating projects and creating complex documents and reports.
5. Valid unrestricted (except vision) Washington driver's license and a driving record meeting WCRP standards.

Working Conditions and Physical Effort:

1. Work is normally performed in a typical interior/office work environment.
2. Limited physical effort required.
3. Limited exposure to physical risk.
4. Some travel with overnight stays is required to sites throughout the state.