



The Membership & Office Coordinator is the information hub of the Board office, and is typically the first point of contact for members call or come into to the association office. The VBR staff is a four-person team, and this individual is a direct report to the Association Executive (AE).

Membership

- Addresses membership questions and needs, personally when possible or by connecting them with the staff person or contact who can assist.
- Assists potential new members with the application process, making sure they understand all requirements and deadlines.
- Processes new member applications and activates accounts.
- Responsible for administrative functions relating to new and current members, from welcoming new members, to making account profile changes for existing members.
- Responsible for activation of any late fees or account holds.
- Deactivation of dropped or canceled membership accounts.
- Works with the electronic lockbox system, assigning lockboxes and keys to members, and updating that information as needed.
- Assist with basic multi-list service (MLS) questions, or transferring members to help line.
- Assists members with the in-house broadcast email system. Occasionally asked to moderate messages for compliance with MLS rules.
- Performs all updates and maintenance to member records.
- Performs scheduled audits on the membership rosters, utilizing the real estate committee licensee rosters to complete office comparisons.

Office Management

- Is the key contact for office supply and equipment vendors, orders all supplies and equipment needed to maintain supply levels of materials in the office.
- Manages boardroom/classroom rental program, being the one to receive and approve all room rental requests, ensure any rental fees are billed for, and ensure the room is received and left in excellent and clean condition.
- Management and upkeep of the Board offices, ensuring VBR is always welcoming place for members to visit, and always in excellent condition.

Billing & Payments

- Handles accounts payable and receivable, which includes invoicing of fees and dues, and assisting members with billing questions.
- Runs all one time, monthly, and annual billing of dues and fees.

- Perform banking deposits twice per week or as needed.
- Runs reports, including the Aging Report.
- Collects the mail on a daily basis. Processes dues payments and codes all invoices received for AE processing.

Executive Assistance

- Directly assists the AE with various projects as needed.
- Take minutes of meetings as requested.
- Assists with event registrations, sign in tables, setup, and other tasks associated with event management. Provide support for on- and off-site events.

Qualifications:

- Computer skills
- Administrative experience
- Detail oriented
- Excellent written and verbal communication skills
- Customer service experience
- Self-motivated and willing to take initiative
- Positive attitude

Monday – Friday 8:30 – 5:00, in-person position. Starting pay range \$23-25/hour. Benefits include paid vacation, paid sick time, paid, holidays, medical/dental/vision and retirement plan.