Job Description for

**Member Services and Communications Assistant**

[02/21/2022]

Citygate Network, Colorado Springs, CO

OVERVIEW—The Member Services and Communications Assistant reports directly to the Vice President of Communications and Resources. He or she is responsible to assist the Vice President of Communications and Resources, as well as the Director of Member Advancement, with initiatives including, but not limited to, electronic newsletters, e-blasts, website content updates, member surveys, and administrative support. The Member Services and Communications Assistant role is a part-time position, not exempt from overtime, per Colorado employment law.

QUALIFICATIONS—The Member Services and Communications Assistant shall:

1. Have a personal relationship with Jesus Christ and maintain a courteous, Christ-like attitude in dealing with people and situations.
2. Uphold the organization and its staff and members in prayer on a regular basis.
3. Possess the ability to work professionally with all members, staff, volunteers, vendors, and the media.
4. Have a desire for excellence in regard to work produced and organizational image.
5. Possess excellent verbal, written, and artistic communication skills, as well as professional grammar, spelling, and proofreading skills.
6. Be technically savvy and comfortable with Apple computer hardware and software, Microsoft Office, email, e-blasts, and database/website management software.
7. Function well in a sometimes fast-paced, interruption-driven environment and be able to change priorities at a moment’s notice.
8. Be detail-oriented, flexible, and able to handle multiple projects and deadlines simultaneously with minimal supervision.
9. Know what questions to ask and maintain a proactive perspective. Be intuitive regarding tasks to be performed. Clearly communicate status of projects and issues.
10. Be available to travel occasionally on behalf of the organization.

DUTIES—The Member Services and Communications Assistant shall:

Vice President Administrative Support

1. Receive (as needed), return, and/or respond to phone calls and emails on behalf of the vice president.
2. Set up telephone conference calls and miscellaneous meetings on behalf of the vice president.
3. Organize and accurately record the vice president’s travel receipts/expense reports and pass them on to the director of operations in a timely manner.
4. Monitor the member services inbox and respond to emails or refer to appropriate staff member or consultant and follow up on all such requests to ensure needs were met.

Electronic Newsletters and E-blasts

1. Assemble newsletter templates and e-blasts with accurate copy, testing, and lists.
2. Coordinate and complete business member e-blasts (including scheduling, obtaining content, creating, testing, and sending).
3. Coordinate classified ads.

Website

1. Transfer e-blast content to web pages as needed.
2. Make simple web page updates as needed.
3. Post Citygate Network news releases.
4. Build and update a resource of federal, state, and local pages on the website that would be of value to members.

Public Relations, Surveys, and Competitions

1. Answer questions from members related to surveys or competitions.
2. Coordinate e-blast announcements and reminders.
3. Send materials to judges and results to members.
4. Maintain membership with Evangelical Press Association (EPA) and submit entries to their competitions, as appropriate.
5. Research media outlets to identify opportunities for op-eds and interviews.
6. Compile a biweekly report of relevant news stories and coverage of member ministries.

Resources

1. Catalogue and keep updated an extensive array of forms, checklists, manuals, procedures, and other pertinent resources that can be shared with members, as needed.
2. Ensure that information on all member services is posted and updated on the Citygate Network website.
3. Create and update, as needed, various templates for electronic notices and resources to be sent to members.

General Duties

1. Serve as backup for phones as needed.
2. Fill in the notes on the database regarding membership details, organizational needs, personal needs, and various transactions.
3. Be attuned to member’s personal needs and send notes and/or cards of encouragement, as needed.
4. Assist members in understanding and using the database to update records and find resources.
5. Perform all other duties as assigned