

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Membership Specialist I  
Code: 19102  
Salary Grade: 54  
FLSA Status: Non-Exempt  
Department/Division: Alumni Programs  
Reports To: In accordance with specific departmental policies

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## *Summary*

Function: To provide skill in the day-to-day process of membership management.  
• Scope: Responsible for data entry, transaction processing and reporting.

## *Duties*

- Typical:
  1. Prepares and maintains daily financial logs.
  2. Posts receipts of dues and updates membership information.
  3. Distributes membership packets, tracks renewal responses and coordinates dropped member campaign.
  4. Prepares monthly membership reports.
  5. Tracks new graduates joining the Alumni Association through transfer of property deposits.
  6. Prepares billing for regular monthly and life membership.
  7. Prepares reports and batches all gift processing.
  8. Prepares queries to assist in identifying and targeting alumni for events.
  9. Creates and updates constituent records.
  10. Prepares and reconciles online sales, credit card machine batches, and all check logs.
  11. Serves a back up to front office duties.
  12. Performs other duties as assigned.
  
- Periodic:
  1. Assists members of the Alumni Programs team with special projects or assignments.

**Education**

<b>Required</b>	<b>Preferred</b>
High School Diploma or GED.	Bachelor's degree from an accredited institution.

**Other Requirements**

<b>Required</b>	<b>Preferred</b>
Ability to maintain a high level of productivity and quality in a fast-paced, deadline-driven, team environment.	N/A
High level of organization and attention to detail.	
Strong interpersonal and problem-solving skills. Self-motivated and self-directed: able to work with minimal day-to-day direction and management.	
Ability to maintain confidentiality.	
Demonstrated superior customer service skills.	
Criminal Background Check (CBC).	

**Experience**

<b>Required</b>	<b>Preferred</b>
Four years of data entry and/or billing experience.	Similar development, membership processing, or financial experience. Similar experience in higher education.

**Equipment**

<b>Required</b>	<b>Possible</b>
Personal computer, Microsoft Office, database software and standard office equipment.	Experience with The Raiser's Edge database.

**Working Conditions**

<b>Usual</b>	<b>Special</b>
Normal office conditions.	Occasional evening and weekend hours.

**Supervision**

<b>Received</b>	<b>Given</b>
Determines own work sequences within the limits of established policies, procedures, and practices. Specific direction provided on new tasks.	Indirect supervision of staff and/or direct supervision of student workers.

**Accuracy**

Proficiency in all phases of duties performed.
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***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, polices, and procedures are complied with.