

To Apply: [Ohio Education Association - Membership Specialist Application](#)

MEMBERSHIP SPECIALIST

The Ohio Education Association (OEA) is seeking two (2) Membership Specialists to join the Membership Team. The Membership Specialist is a critical role in the organization responsible for providing strong customer service to our members, reconciling, and processing membership data, gathering membership information, ensuring data accuracy, and maintaining documentation. Additional duties and responsibilities are listed below. Position is located at OEA Headquarters in **Columbus, OH**.

Essential Duties:

- Uses current computer software applications and equipment to enter member and other data and process information in accordance with Association policies and procedures
- Provides customer service to members and callers
- Reconciles customer accounts and makes adjustments according to Association policies
- Creates and/or maintains documentation and paper electronic filing systems
- Initiates contact for the purpose of reconciling local accounts
- Reviews and proofreads data; notes errors or discrepancies; initiates corrective action and follow-up
- Provides back-up to the receptionist/clerical assistant

Significant Duties:

- Assists with development and written documentation for process improvements and training manuals
- Performs business math computations
- Communicates information to managers, co-workers and others in person, by telephone, in written form or e-mail
- Attends staff meetings and trainings
- Provides input into decision-making as it impacts associate staff functions
- Performs duties related to job description
- Provides support for organizing plans and practices for engaging members
- Maintains confidential records and files
- Operates in a collaborative team environment

Qualifications, Knowledge, Skills, and Abilities:

- High school diploma or equivalency, associate's degree preferred
- Three (3) years' experience in an automated accounting environment performing complex data entry work and/or in use of computer systems, databases and computer software applications
- Speed and accuracy in performing business math computations
- Ability to communicate effectively and professionally
- Ability to cross train with other Business Services Division staff within the same position grade

Other Information:

Fringe benefits include paid vacation, sick leave, health insurance, paid holidays, and retirement plan.

Position Location: OEA – HQ, 225 E. Broad St., Columbus, OH 43216

Posting Date: January 19th, 2022

This position may have a work schedule that differs from normal working hours. OEA management will establish a work week schedule at 7.5 work hours per day scheduled at a set time to be confirmed between 7:00 AM – 7:00 PM.

The OEA is an Equal Opportunity/Affirmative Action Employer