

IOWA STATE EDUCATION ASSOCIATION ASSOCIATE STAFF JOB DESCRIPTION

TITLE: HQ Associate Staff Support

PRIMARY DEPARTMENT: Business Office

JOB SUMMARY/ANALYSIS

Under the direct supervision of the Director of Accounting & Membership, primarily responsible for the coordination of tasks related to member support on behalf of the association to its members, regional offices, affiliates, and other ISEA staff. These tasks include, but are not limited to, member system support, payment processing, electronic funds transfer, account reconciliation and reporting, periodic membership mailings, recordkeeping, and correspondence; maintaining PERB filings and records, membership records and payments, support UniServ staff in membership promotions and recruitment efforts, and other duties deemed appropriate by the immediate supervisor. This is a critical position that requires a high level of member service, finesse, attention to detail, ability to meet deadlines and high-quality interactions with members and staff.

JOB QUALIFICATIONS:

- Associate degree in business preferred or equivalent related experience may be considered.
- Excellent spoken and written communication that fosters positive energy and projects confidence in our members and staff.
- Demonstrated ability to use sound judgement with a high-level of attention to detail.
- Ability to effectively multi-task and prioritize various projects simultaneously.
- Strong technical background and computer skills.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; stand; walk; use hands/fingers; and reach with hands and arms with occasional lifting up to 40lbs.

ADDITIONAL COMMENTS:

Occasional work outside of normal office hours may be required. Regular attendance is required. This position will be located at the headquarters office in Des Moines, Iowa.