

## Texas PTA

**Job Title:** MEMBER SERVICES COORDINATOR  
**Organization:** Texas PTA  
**Location:** 408 West 11<sup>th</sup> Street, Austin, Texas, 78701  
**Hours:** Minimum 40 Hours/ Week (Regular Business Hours)

**Extended Hours During Texas PTA or Related**

### Events

**FLSA:** Non-Exempt  
**Reports to:** Director of Member Services

**Job Purpose:** The Member Services Coordinator is responsible for accurately recording, tracking, evaluating, and reporting complex organizational data; positively responding to a high volume of requests by phone and email; and, providing exceptional customer service.

**Qualifications:** The candidate must be proficient in data entry and report writing, preferably using Crystal Reports and iMis. Additionally, the candidate must be highly organized and enjoy working with volunteers, mostly by phone and email. Strong consideration will be given to a candidate with volunteer management, nonprofit and/or PTA experience.

**Knowledge and Skills:** Knowledge and skill set necessary to perform the essential functions of the job include: meticulous attention to detail, exceptional written and verbal communication, strong interpersonal and customer service skills, as well as a desire to constantly improve systems and service.

Essential Functions/Tasks: *(Estimated workload breakout- 30% database, 30% process management, 40% customer support)*

- Assists members with questions, providing efficient and accurate responses via verbal and written communication
- Performs complex data entry, report writing as assigned
- Prepares, posts and distributes membership rosters and other reports as scheduled
- Supports PTA leaders on methods of managing membership data
- Coordinates bylaws and standing rules amendment review process
- Oversees member card distribution

- Maintains current rosters and email lists
  - Serves as backup to the Receptionist as assigned
  - Performs other reasonably related business duties as assigned by the Director of Member Services, Executive Director and Board Directors
- The Member Services Department is one of four at Texas PTA. Our role is to support the lead volunteers in each of those PTAs. It is a high-volume department where exceptional excellent customer service is critical. Most interactions will be over the phone and through email.

We are proud to be the largest child advocacy organization in the state and the second largest PTA in the Nation. In 1896 Mrs. Ella Caruthers Porter established the first Mother's Club in Hillsboro, TX and on October 19, 1909, the Parent-Teachers Association was formed at the State Fair in Dallas. Today, Texas PTA is closing-in on half a million members. In recent sessions, Texas PTA has advocated for legislation to support student success, children's health and safety, meaningful assessments and accountability, and to strengthen public schools. Our mission is to make every child's potential a reality by engaging and empowering families and communities to advocate for all children.

**Kyle Ward, CAE**  
**Texas PTA Executive Director**  
**512.320.9801 (Direct Office)**  
[www.txpta.org](http://www.txpta.org)