

# Job Description: Member Services Specialist

## Minimum Qualifications

- **Education:** Bachelor's degree in Communication, History, Political Science, Economics, Library Science, English, or a related field (or equivalent local government experience).
- **Experience:** 1–2 years of office, administrative, research, or customer/member support experience (preferred).
- **Interest (preferred):** Interest in government, public policy, and current events and willingness to learn intricacies of Missouri municipal government.

## Key Responsibilities

- **Inquiry Service:** Resolve member inquiries regarding any manner of municipal topic via phone or email. Route complex questions to appropriate resources.
- **Digital Library:** Maintain and organize digital libraries; keep content accurate and easy to retrieve. Follow basic version-control and file-naming conventions. Monitor high volumes of incoming information (including industry publications, listservs, agency lists) and identify items to add to the MML library as well as issues for possible webinars, future articles or seminars.
- **MML Web Support:** Update website content in coordination with staff, ensuring all links and materials remain functional and up to date.
- **GFOA Liaison:** Serve as the MML staff liaison to the Missouri Government Finance Officers Association. Attend quarterly board meetings. Update website content on GFOA-Mo (event and board member information) and assist with certification credit recording.

## Additional Responsibilities (as needed)

- Draft and maintain FAQs, Factsheets, and other resources and guidance.
- Conduct presentations on member services, and new or emerging topics as needed.
- Assist MML staff with projects and priorities as assigned/needed.

## Travel

- Some travel, including overnights, is required to attend MML conferences, regional meetings, National League of Cities events, and other meetings as directed.

## Key Skills and Competencies

- Clear written and verbal communication; able to explain information to members. Strong organization, attention to detail, and ability to manage shifting priorities.
- Research and information-curation skills; sound judgment on relevance and credibility.
- Interest and aptitude to learn about Missouri municipal government.
- Proficiency with office tools (email, Word, Excel) and shared file repositories.
- Ability to update and maintain web pages (events, calendars, and basic content updates).
- Ability to learn new software including Association Management System (AMS).

## Salary and Benefits:

Starting salary range of **\$46,000–\$52,000**, a competitive benefits package and comfortable office setting.

## To Apply:

Submit a résumé and cover letter to **info@mocities.com** by **May 29**. Questions may be directed to **Stuart Haynes, Deputy Director**, at **573-635-9134 ext. 4** or **shaynes@mocities.com**.

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*Come join our fantastic team!*