



DENVER BAR  
ASSOCIATION™

**POSITION: Membership Assistant**

**REPORTS TO:** Director of Membership

**HIRING RANGE:** \$43,000 - \$46,000 annually

**EMPLOYMENT TYPE:** Full-Time

**FLSA STATUS:** Hourly

**JOB LOCATION:** 1290 Broadway, Ste. 1700, Denver, CO, 80203 (must be able to reliably commute to this location for in-office days)

**WORKING ENVIRONMENT:** Hybrid

**REPORTS TO:** Director of Membership

**SUPERVISORY RESPONSIBILITIES:** This position has no supervisory responsibilities

**Duties & Responsibilities**

The Membership Department of the Colorado and Denver Bar Associations is seeking an organized, energetic, flexible self-starter who will provide outstanding customer service while supporting various projects.

- Provide efficient and professional customer service via phone and email with the ability to respond to inquiries and knowledgably direct calls for further assistance.
- Manages shared customer service inbox for the Membership Department, following through on all inquiries and subsequent tasks.
- Processes membership applications, generates invoices and collects payments for new members.
- Performs detailed and accurate data entry, updates, and integrity.
- Assists with dues renewal schedule and execution, including customer service, data integrity tasks, processing invoices and payments, and communications.
- Supports member recruitment, retention, and recapture campaigns.
- Maintains knowledge of CBA & DBA website, member benefits and resources, and the Organizations' programs and departments to provide basic customer support.
- Tracks past-due membership invoices, emails invoice reminders and updates member status accordingly.
- Performs administrative functions for special events.

**Qualifications/Training/Education Requirements**

- Proven customer service experience.
- Proficient verbal and written communication skills.
- Proven ability to work on multiple projects with tight deadlines in a fast-paced environment.
- Ability to work independently and as part of a team.
- Comfortable learning new web applications and technologies.
- Reliable, adaptable and able to pivot with changing priorities.
- Experienced in using database systems, data entry, and basic data queries.
- Enjoys online research and comfortable learning new web applications and technologies.
- Knowledge of basic office management systems and a variety of computer software and analytics applications in spreadsheets, databases, and word processing.
- Proficient knowledge of Microsoft Office Products.

- Ability to use personal judgment, utilize strong decision making, analytical and follow-up skills.
- Proficiency in SmartSheets a plus.

### **Required Licenses and/or Certifications**

- None

### **Benefits**

*Medical benefits are effective on the first of the month following 30 days of employment*

- Medical Insurance: 100% employee covered with family/children option.
- Dental Insurance: Self-pay at group rates.
- Vision: Self-pay at group rates.
- Health Reimbursement Account (HRA): caps out of pocket expense at \$2000.
- Group Life Insurance: employee coverage up to \$50,000.
- Group Long-Term Disability Insurance: employee coverage up to \$5,000.
- Paid Time Off: 15 days/year to start, 20 days/year after three years and 25 days/year after 10 years. In addition, we also offer 12 paid holidays per year.
- 401(k): Annual contribution by the employer after one year of employment equal to 10% of your salary. You may also individually contribute.
- Transportation/IT allowance.

### **Physical Requirements**

- Employee is occasionally required to lift and/or move up to 10 pounds.
- While performing the duties of this Job the employee is regularly required to talk or hear.
- Employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear.
- The employee is frequently required to stand, walk, sit and use hands to handle or feel.
- Noise level in the work environment is usually moderate.

### **To Apply**

- Email Cover Letter and Resume to [hr@cobar.org](mailto:hr@cobar.org).

*CBA and DBA provide equal employment opportunities to all individuals based on job related qualifications and ability to perform a job, without regard to any protected class, including age, sex, race, color, veteran status, religion, disability, sexual orientation, gender identity/expression, or national origin. It is our policy to promote a non-discriminatory environment, free from intimidation, harassment or bias based upon protected classes. The work environment characteristics here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*