

ALA Department of Florida



JOB TITLE: Membership/Clerical Administrator

**JOB
CATEGORY:** Administrative

Department/Group: Headquarters Staff

Exempt Status: Exempt

Location: Orlando Headquarters

Travel required: Occasional

Level/Salary range: \$35,000-\$50,000 annually

Position type: FT

Reporting Contact: President & Finance
Chairman

**Will train
applicant:** YES

JOB DESCRIPTION

At the American Legion Auxiliary Department of Florida our mission is to support The American Legion and we advocate for veterans, educate our citizens, mentor youth and promote patriotism, good citizenship, peace and security.

We are searching for a qualified Membership/Clerical Administrator to help keep our small office (2 – 3 employees) running efficiently. The Membership/Clerical Administrator will be processing membership in our American Legion Auxiliary Member Information System (ALA MIS) and perform various clerical duties. The person will be working directly with our National Membership Personnel and Florida members. The person will manage all aspects of ALA MIS, assist members with Auxiliary membership issues, answer phones and email inquiries, maintain and restock the Auxiliary Store, etc. Must have the ability to prioritize tasks according to urgency and meet tight deadlines. This position requires local travel to support conferences, conventions, and leadership events. The perfect candidate will be highly motivated, self-driven, and reliable. A personable and detail-oriented individual will do well in this role. Office hours are 8:00am to 4:30pm.

Please send all resumes to Finance@ALAFL.org and President@ALAFL.org

Role and Responsibilities:

Some of the of the Membership/Clerical Administrator duties and responsibilities, but not limited to, will consist of:

- a. Process membership applications & etc. that are sent to department by entering data into the membership system (ALA MIS)
- b. Resolve membership issues that come to the department level to include all questions, information requests, and complaints

- c. Monitor and run reports on key metrics related to membership growth and generate reports to inform members of current status and statistics
- d. Manage all membership communication and activities
- e. Coordinate with the treasurer to track membership revenue.
- f. Update website forms and upload unit information forms on website
- g. Compile and complete reports required by the National Office
- h. Handle all poppy duties as required by department
- i. Filing and organizing records, and other important documentation
- j. Ability to lift up to 50lbs
- k. Maintain, reconcile, and order ALA store inventory
- l. Take pictures of store merchandise and post on ALA store website
- m. Fill and reconcile all ALA store orders with store revenue
- n. Some travel required – minimum 4 times a year locally to setup and manage ALA store and handle all membership responsibilities at events
- o. Provide support to other office staff when needed
- p. Other duties as assigned

Skills and Qualifications:

- a. Detail-oriented precision in all areas of work
- b. Excellent interpersonal, organizational, and planning skills, including the ability to manage multiple schedules and calendars
- c. Excellent verbal and written communication skills, both in person and over the phone
- d. Ability to prioritize tasks according to urgency and meet tight deadlines
- e. Proficient with basic office equipment and computers
- f. Proficient with Microsoft Office and Google Drive applications
- g. Ability to use various social media platforms and other computer software
- h. Ability to comfortably multitask and shift gears throughout the workday
- i. Able to learn new skill

Additional Notes:

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Since every duty associated with this position may not be described herein, teammates may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written in this job description.