



Member Services and Education Representative

(Regular Full Time, Non-Exempt, 40-hour workweek)

It is the mission of PATH International, a 501 (c) (3) organization, to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information, or any other protected characteristic under applicable law.

The Professional Association of Therapeutic Horsemanship International promotes safety and optimal outcomes in equine-assisted services for individuals with special needs.

Job Description

The Member Services and Education Representative is the frontline support spokesperson for PATH Intl. and represents PATH Intl. to the public. The position is responsible for answering incoming calls, fielding general inquiries, and maintaining the operations of the PATH Intl. office, processing daily mail, and supporting projects of the Membership and Education Departments. The position updates member records and completes other data entry assignments. This position reports to the Membership Manager.

General duties:

- Answer all general incoming calls (those that do not access the phone tree) to the PATH Intl. office and direct calls to the appropriate individual, position, or mailbox.
- Open, process and distribute daily mail for accounting when monies are received and distribute non-money mail to appropriate departments/personnel.
- Process daily accounts receivable documentation for accounting.
- Process donations received in the mail.
- Greet visitors to the PATH Intl. office and direct them to the appropriate staff person.
- Receive and accept packages from carriers and UPS.
- Record and correct postal returns.

- Maintain a general overview of all PATH Intl. activities to address and direct phone calls such that PATH Intl. is perceived as professional and an expert in the EAS industry.
- Respond to and disseminate the general PATH Intl. emails that are received.

Office Management Tasks:

- Responsible for maintenance of and training for the PATH Intl. phone system, Nextiva, in order to support staff in navigating the system.
- Point of contact for ordering name tags, business cards, office supplies, letterhead, and any other needs of the staff.
- Maintains the office to reflect a clean and professional atmosphere.
- Primary contact for office supplies, equipment maintenance and building maintenance (including the mail/postage machine, printers/fax machines, fire extinguishers).

Membership Support:

- Process mailing of monthly membership renewal notices for all individual membership categories.
- Support the Membership Manager and Director of Membership and Operations on membership-related projects.
- Data entry of memberships (address/name changes, renewals, merchandise orders, conference registrations, certification correspondence, etc. as needed).
- Responsible for the PATH Intl. Awards program
- Responsible for PATH Intl. Scholarship programs
- Provide support for member retention program

Education Support:

- Assist the Education Representative in processing merchandise
- Provide support for international conference planning
- Provide support for facilitated course management and general education questions
- Support providing education partner benefits
- Support in processing CEU approval requests
- Assisting with updating current education offering

Requirements and Qualifications:

- **Scope of Responsibility:**
 - Commitment to fulfilling the mission of PATH Intl.
 - Represents the PATH Intl. brand in a positive manner internally and externally.
 - A high degree of accurate direction of phone calls and general emails is critical for the optimum membership experience and professional presentation of the PATH Intl. brand.
- **Decision Making:**

- Must have strong problem solving, time management, organizational, multi-tasking, and critical thinking skills.
- Ability to coordinate and prioritize multiple tasks and projects efficiently while meeting deadlines and objectives.
- **Working Relationship & Habits:**
 - Must work in a professional and respectful manner with all levels of team members, other associates, customers, members, application candidates, center applicants and committee members.
 - Must demonstrate good work habits and good attendance and follow policies and procedures.
- **Communication:**
 - Requires excellent oral and written communication skills and outstanding telephone etiquette.
 - Must communicate in a professional and respectful manner with fellow associates, members, certification candidates, committee members and center contacts.
- **Education & Experience:**
 - High school degree required.
 - A record of customer service experience helpful.
- **Technical Experience:**
 - Proficiency in Microsoft Office Suite required.
 - Advanced experience with relational database highly desired, experience with Salesforce or another Salesforce based platform preferred.
 - Ability to answer and operate a multi-line telephone system required.

This position is required to be in the office 5 days a week for the first 30 days of employment, then may be eligible for a semi-telecommute, and requires the incumbent to perform normal activities including, but not limited to sitting or standing for long periods, filing, retrieval, lifting (up to 25 lbs.) and operating

office equipment. The use of a computer is required daily. May occasionally require working extra hours and some weekends.

The physical and mental requirements outlined in this job description describe the demands according to how the job is typically performed. This description, however, is not intended to prescribe or restrict the methods which may be used to meet the essential functions of the position. Any applicant or employee may request reasonable accommodation in the way that the essential functions are performed by contacting Human Resources.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Job Details:

Job Location: Westminster, CO

Employment Status: Regular Full Time, Non-Exempt, 40-hour workweek

Salary Range: \$16.00-\$17.00 per hour

Benefits Include: Health insurance, paid holidays and vacation, Simple IRA with a company match