



POSITION DESCRIPTION

Position title	Constituent Engagement Specialist	
General description	Responsible for supporting successful relationships with the Society's constituents to enhance the overall experience of APS member and non-member communities. Coordinate the development and implementation of strategies to meet APS growth goals; provide customer service related support for members and non-members.	
Reports to (title)	Director, Membership, Circulation, and Content Licensing	
Department	Circulation	
Completed by	Lucia Tayiel, Director of Membership, Circulation, and Content Licensing	Date: April 11, 2018
Approved by	Robert Price, Deputy Executive Director	Date: April 11, 2018

Major Duties and Responsibilities	Percentage of time
Processes orders, refunds, claims, changes of address, and other member/subscriptions/products related transactions.	15%
Monitors and responds to inquiries from member and non-member constituents.	15%
Liaises with Membership Committee and Fellows of the APS, tracking action items and deliverables.	15%
Works closely with Director and Marketing to develop and implement effective recruitment and retention strategies for member and non-member constituents.	15%
Researches, solves, and responds to problems or questions regarding membership, subscriptions, online access of journals, and other Society products and services.	10%
Represents the Society at industry events and assists in creating plans of action focused on engagement, recruitment, and retention.	10%
Generates invoices for members, subscriptions orders, single issues, and other Society products and services. Manages bulk shipments tracking information for print journals.	5%
Manages and updates constituents' records in Society's AMS.	5%
Assembles and dispatches communications and materials. Processes labels for back issue and single issue orders. Communicates with issue fulfillment vendor regarding deliveries.	5%
Performs other duties as assigned.	5%

Position titles of direct reports	# in position	# supervised by direct reports	
		Exempt	Non-exempt
None			

Knowledge & Skills	Indicate the minimum education level (or equivalent experience) required in your position.		List the skills applicable to your position and indicate the minimum proficiency required: A= Novice; B= Proficient; C=Expert	
	Check those which apply	Subject or major field of study	Skill (Specify equipment/system)	Minimum Proficiency
		High school	MS Word	B
		Prof/technical	MS Excel	B
	X	College courses	MS Access	A
		Bachelor's degree	Customer service ability	C
		Master's degree	Communication skills	C
	Other	Attention to details	C	

Decisions	Give two or three examples of decisions you make or actions you may take without prior approval.	Contact members/subscribers regarding payment information. Process claims for missing issues. Investigate and correct member contact details in Personify.
	Give two or three examples of decisions you refer to a higher authority.	Consortia or multi-site pricing. Online journal related questions or problems that are beyond local accessing. Reconcile member dues anomalies in Personify.

Guidelines	Indicate any special policies, formal procedures, or precedents that guide your work.	APS Bylaws and Operational Guide.
	Indicate the work that requires you to apply the greatest amount of judgment.	Processing Claims. Massive mail merges with personalized attachments. Fielding telephone calls.

Challenges	Briefly describe the most difficult problems you encounter and complex tasks you perform in your work.	Non response by subscribers to requests for payment. International shipments. Researching and solving member and subscriber problems either by phone or email in a timely manner. Locating members that have moved and not notified APS.
	Briefly describe the work which provides the greatest opportunity to use new or different methods or innovative approaches.	Researching access or usage issues on the online portal. Customer service--solving member/subscriber problems.

Contacts	Position	Department/Organization	Purpose
	Director, Membership, Circulation, and Content Licensing	APS Business Office	Receive supervision and provide staff support
	Membership/Circulation Services Dept. Staff	APS Membership/Circulation Svcs	Provide staff support
	Business Office Staff	APS Business Office	Payment information
	Online Journals Vendor	Atypon	Online journal subscriptions
	Warehouses	Cenveo and Globegistics	Checking shipping of print journals
	Subscription Agents	Multiple agencies	Subscription orders and claims

Working Conditions	This position requires sitting (80%), standing (5%), and walking (15%). Additional physical requirements are as follows: <ul style="list-style-type: none"> Occasionally requires lifting materials of approximately 20 lbs. Requires computer work involving extensive use of keyboard, mouse and monitor. 	
	Work Environment/Conditions: <ul style="list-style-type: none"> Dayshift hours primarily Travel and other work related assignments on weekends is possible. 	