



JOB DESCRIPTION

Title: Customer Relations Coordinator

Candidate:

Responsible to: Executive Director

May 2017

- Assist the membership in managing their online account services including but not limited to: membership registration, event registration, account changes, reclassifications/promotions, and payments
- Answer office phone and e-mails and return all messages
- Hold Office hours between 10am and 2pm from Sept. Through April
- Supervise the website content and coordinate content consistency with social media coordinator; this would include all manuals and tools posted to the director portal
- Prepare and administer music licensing information and disseminate it to ASCAP and BMI
- Manage MAST Ensemble responsibilities
- Coordinate with the education department in the creation of registration and materials for attending ensembles conference
- Promote a positive image of the organization by being an ambassador of the WGASC
- Interact and coordinate with WGASC Staff
- Any and all duties as assigned by the Executive Director

Skills and Qualifications

Strong communication and inter-personal skills, knowledge of Word and Excel, strong computer skills

Stipend- \$7500 paid monthly