

We are Professional Assist Corporation (PAC)—a group of national associations serving the following beauty and wellness professionals:

- Associated Bodywork & Massage Professionals (ABMP), the nation's largest professional association for massage therapists and bodyworkers
- Associated Skin Care Professionals (ASCP), the nation's only association of its kind for estheticians
- Associated Hair Professionals (AHP), our association for hair stylists and barbers
- Associated Nail Professionals (ANP), our newest association serving nail professionals

MEMBERSHIP COORDINATOR

If you love connecting with people and helping them be successful, this is the job for you! Our amazing Membership Coordinators pride themselves on providing stellar customer service to every member and potential member who communicates with our call center, providing efficient and accurate data processing for each individual membership renewal/application, and demonstrate a strong work ethic and excellent communication skills.

Responsibilities:

Most of our 90,000-plus members across the United States have their own practices, so we're their professional lifeline! Membership Coordinators handle all aspects of member support, including but not limited to:

- Answering phones and responding to member calls and emails
- Data entry and processing of membership applications and renewals
- Verification of training/license credentials
- Troubleshooting member website and email account issues
- Maintaining data integrity in the membership database (netForum)
- Successfully leaving note audit trails on all files
- Shared rotation of online chat software

Required Qualifications:

- Proven call center experience
- Excellent customer service and interpersonal skills
- Excellent phone skills and email etiquette
- Attention to detail
- Open attitude toward changes in environment and procedures
- Comfort with and experience using computers and web-based programs; experience with Microsoft Office Suite including Excel, Word, and Outlook.
- Personal commitment to individual and team performance
- Ability to communicate clearly about PAC member benefits
- Fluency in Spanish or Vietnamese a plus!

Our office is right off I-70 in Genesee, just west of Golden. We're looking for a talented person to join our informal, fun, busy team.

To apply, please send your resume and cover letter to careers@associated-professionals.com