

**IOWA STATE EDUCATION ASSOCIATION  
ASSOCIATE STAFF JOB DESCRIPTION**

**TITLE:** HQ Associate Staff Support

**PRIMARY DEPARTMENT:** Affiliate/Field Services

**JOB SUMMARY/ANALYSIS**

Under the direct supervision of the Director of Affiliate Services, primarily responsible for the coordination of tasks related to member support. These tasks include, but are not limited to, supporting UniServ Professional staff in membership promotions and recruitment efforts, member system support, periodic membership mailings, recordkeeping, and correspondence; maintaining state-mandated filings and records, payment processing, monitoring electronic funds transfer, account reconciliation and reporting, membership records and payments, and other duties deemed appropriate by the immediate supervisor. This is a critical position that requires a high level of member service, finesse, attention to detail, ability to meet deadlines and high-quality interactions with members and staff.

**JOB QUALIFICATIONS:**

- Associate degree preferred or equivalent related experience may be considered.
- Excellent spoken and written communication that fosters positive energy and projects confidence in our members and staff.
- Demonstrated ability to use sound judgement with a high-level of attention to detail.
- Ability to effectively multi-task and prioritize various projects simultaneously.
- Strong technical background and computer skills.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; stand; walk; use hands/fingers; and reach with hands and arms with occasional lifting up to 40lbs.

**ADDITIONAL COMMENTS:**

Occasional work outside of normal office hours may be required. Regular attendance is required. This position will be located at the headquarters office in Des Moines, Iowa.