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CMUA.org

MEMBER SERVICES SUPPORT (Contract Professional)

The California Municipal Utilities Association (CMUA/Association) is a non-profit trade association located in downtown Sacramento across from the state capitol. The Association represents publicly owned electric utilities, and water/wastewater agencies throughout California. CMUA members deliver water service to 75 percent of Californians and electric service to 25 percent of the state. CMUA is the voice of its members, representing their common interests before the California Legislature, the Governor's Office, and regulatory bodies, such as the California Independent System Operator, and the State Water Resources Control Board.

As the only trade association in California to represent both water and energy utilities, CMUA has the unique opportunity to organize and deliver impactful educational conferences, events, webinars, and workshops that bring together utility professionals, industry leaders, and innovators to share knowledge and foster collaboration. We provide valuable resources, education, networking opportunities, and advocacy. We strive to foster a vibrant community for our members and help them stay informed and connected in a rapidly evolving industry. Our dynamic and creative team is dedicated to delivering high-quality events that provide value to our members and other attendees.

POSITION OVERVIEW

We are looking for a motivated, organized and detail-oriented individual to join our team to provide top-tier support to our member services department.

The ideal candidate will provide high-level administrative support to ensure the smooth operation of our department. This role requires a pro-active individual who can manage a range of administrative tasks, support various projects, and contribute to the overall productivity of the organization while helping us improve our membership experience.

KEY RESPONSIBILITIES

- **Member Support:** Respond to member inquiries via email and phone in a timely and professional manner.
- **Problem-Solving:** Assist members with resolving issues related to account access, event registration, billing and service requests.
- **Member Onboarding:** Support onboarding process for new members, ensuring all documentation is properly completed and accounts are set up.
- **Database Management:** Update and maintain member records in our CRM system, ensuring accuracy and completeness.
- **Administrative Assistance:** Assist with the preparation of reports, member communications, and other administrative tasks as needed.
- **Event Support:** Provide support for virtual and in-person member events.

Events, Meetings, Webinars, and Workshops

- **Event Coordination:** Assist in organizing and executing various aspects of conference logistics, including venue setup, attendee registration, speaker schedules, and post-event follow-ups.
- **Speaker & Vendor Relations:** Communicate with speakers, sponsors, and vendors to coordinate schedules, gather presentation materials, and manage requirements.
- **Marketing Support:** Help with creation and distribution of marketing materials (flyers, emails, social media posts) to promote conferences and events.
- **Attendee Support:** Respond to attendee inquiries, provide customer service, and assist with registration.
- **Post-Event Reporting:** Assist in compiling post-event reports, including attendee feedback.

Member Services

- Assist with member communications, including email newsletters, announcements, and outreach.
- Support coordination for webinars, conferences, and other association activities.
- Respond to member inquiries via phone, email and text, providing information about membership benefits, renewals, and upcoming events.
- Assist with new member registrations, renewals, and updates in our membership database, ensuring accuracy and timeliness.
- Help coordinate member events, webinars, workshops, and conferences, including managing registration, communicating with participants, and supporting event logistics.
- Maintain and update membership records, ensuring all contact information, payment details, and member preferences are up-to-date and accurate.
- Assist in gathering and analyzing member feedback through surveys and other communication channels, identifying areas for improvement in member services.
- **Member Retention Initiatives** – Participate in the development of strategies to improve member retention, including personalized outreach and loyalty programs.
- **Content Creation** – Help execute marketing campaigns and maintain the association's social media presence.

QUALIFICATIONS

Experience: 4-5 years of experience in an administrative or member services support role, customer service, and event coordination is desired.

Skills:

- Strong communication skills, both written and verbal, with a professional and friendly demeanor.
- Customer service experience or a strong interest in helping others and solving problems.
- Detail-oriented with the ability to manage multiple tasks efficiently.
- Proficient in the use of social media platforms.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook) and comfortable learning new software tools.
- Proficiency with Adobe Creative Suite is a plus.
- Experience in database management or familiarity with CRM systems.
- Experience working in a membership-based or non-profit organization is a plus.

Soft Skills:

- Strong problem-solving skills and attention to detail.
- Friendly and professional demeanor.
- Ability to work independently and as part of a team.
- Willingness to learn new skills.

COMPENSATION AND BENEFITS

- Negotiable hourly rate depending on experience – \$20 - \$30 per hour.
- Paid downtown parking or public transportation reimbursement.
- Flexible work schedule with combination of in-person and remote work.
- Positive Environment: Join a supportive and friendly team committed to delivering exceptional member experiences.

HOW TO APPLY

Please submit your resume and a cover letter in a single PDF via email explaining your interest in the role and how your skills align with the position to:

Christine Chapman, CMP
Director of Events and Membership
California Municipal Utilities Association
915 L Street Suite 1210
Sacramento, CA 95814
Email: cchapman@cmua.org

No Phone Calls