CONNECTICUT BAR ASSOCIATION (CBA)
JOB DESCRIPTION: Membership Systems Administrator

Job Title: Membership Systems Administrator
Department: Membership
Reports to: Director of Membership and Office Services
Salary Range: $57,000-$60,000 annually
FLSA Classification: Full-time, Exempt; benefits-eligible, 401(k), PTO, and paid holidays provided

Position Summary
The Membership Systems Administrator (MSA) is responsible for managing the organization’s database and membership systems. The MSA supports a wide range of projects related to the maintenance of the CBA’s Member-management systems, including data entry, database cleanup, and process improvement, as well as membership services. In addition, this individual will serve as the team lead on membership renewal and support association departments in achieving event tasks.

Primary Responsibilities
• Work with CBA members and the member services team to optimize the member experience.
• Examine the CBA’s software systems to support membership data management needs, ensuring data quality and integrity on a day-to-day basis.
• Configure association management software systems to support membership engagement goals.
• Improve system according to software updates.
• Recommend and draft procedures to resolve system problems.
• Maintain confidentiality of user information.
• Prepare and distribute monthly reports on various database metrics.
• Organize the annual renewal process and provide data to assist in marketing efforts.
• Assist with member surveys, pulling reports for marketing and communications efforts, and other needs as they arise.
• Oversee/troubleshoot integration of education and communication third party platforms related to CBA business.
• Other duties as assigned.

Required Qualifications
• Two (2) to five (5) years of progressive experience in database management or administration.
• Proficient in software implementation and outcome reporting.
• Advanced Microsoft Excel experience, as well as complete Office Suite, required.
• Exemplary project management skills and demonstrated execution of multi-part tasks and programs.
• Strong written and oral communication skills.
• Detail oriented and highly organized with the ability to reliably juggle multiple, shifting priorities and deadlines.

Preferred Qualifications
• Experience in non-profit sector.
• Experience in customer service setting.

Physical Demands
This position requires an ability to sit, stand, walk, bend, lift, reach up, stoop, and carry items occasionally in excess of forty (40) pounds. It also requires manual dexterity to operate standard office machines.
About the Connecticut Bar Association
The Connecticut Bar Association, founded in 1875, is the preeminent organization for lawyers and the legal profession in Connecticut. With its 70+ sections and committees, the CBA produces over 300 programs each year, including the Connecticut Legal Conference. The CBA is a non-profit member service organization dedicated to advancing the legal profession and the principles of law and justice.