CONNECTICUT BAR ASSOCIATION (CBA)
JOB DESCRIPTION: Member Services Representative

Title: Member Services Representative
Department: Events and Membership Services
Reports to: Director of Membership Strategies
Supervises: None
Work Environment: In-office, Monday through Friday; attendance required at the Connecticut Legal Conference, Connecticut Bar Honors, and other evening events as required
FLSA Classification: Full-time (35 hours per week), Non-exempt; PTO, paid holidays, 401(k), including Association match, and an employee benefits program including health, dental, vision, and voluntary benefit offerings.

Position Summary

The Member Services Representative is the first point of contact for the Connecticut Bar Association's members and visitors. This role provides responsive, accurate, and courteous service, helps members navigate CBA programs and resources, and supports the day-to-day operations of the Association.

This position is well suited to a dependable, detail-oriented professional who enjoys working with people and takes pride in delivering a positive member experience. The Member Services Representative works closely with colleagues across departments, maintains accurate membership records, and provides on-site support at CBA programs and events.

Because this role manages the CBA's front desk and day-to-day office operations, it is a fully in-office position, Monday through Friday. Attendance is also required at the Connecticut Legal Conference, Connecticut Bar Honors, and other evening events as required.

Core Responsibilities

1. Member and Visitor Services

- Greet visitors and serve as the primary point of contact for the CBA office
- Answer incoming calls and return phone messages promptly
- Respond to member inquiries by phone, email, and in person, including questions about invoices, continuing legal education (CLE) credits, and CBA programs and services
- Help members navigate CBA programs, services, and resources
- Resolve member questions and issues professionally, escalating to the Director of Membership Strategy as appropriate

2. Membership Administration, Payments, and Records

- Process membership applications, renewals, and account updates
- Enter membership information into the Association Management System (AMS) and maintain accurate, up-to-date records
- Process membership payments, including entering check information into the AMS
- Follow up on unpaid invoices and assist members with invoice questions
- Process event registrations and CLE enrollments
- Assist with basic membership reporting as requested

3. Event Support

- Assist with event registration and attendee check-in
- Attend the Connecticut Legal Conference and Connecticut Bar Honors and support membership activities at these flagship events
- Prepare event materials in advance of CBA programs and events
- Provide on-site support at other evening events as required

4. Office Operations and Administrative Support

- Open, sort, and distribute incoming mail, and coordinate outgoing mail
- Maintain the office mailing system and postage meter, including monitoring and replenishing postage balances
- Maintain office supplies and materials
- Provide administrative assistance to staff and collaborate with colleagues across departments

Other duties as assigned.

Required Qualifications

- Minimum of 1 year of experience in customer service, administrative support, or a related role
- Excellent customer service skills, including the ability to respond to inquiries professionally, resolve issues effectively, and create positive experiences for members and visitors
- Proficiency with Microsoft Word and Excel; experience with Association Management Systems (AMS) preferred
- Strong written and verbal communication skills
- Strong organizational skills and attention to detail
- Ability to work independently while collaborating effectively with colleagues
- Demonstrated discretion in handling confidential information and sound judgment in matters of CBA policy and procedures
- Willingness to receive feedback, learn new systems, and take initiative
- Commitment to an inclusive, welcoming workplace culture
- Ability to work in person Monday through Friday and to attend the Connecticut Legal Conference, Connecticut Bar Honors, and other evening events as required
- Ability to perform standard office tasks, assist with event setup, and occasionally lift and carry materials weighing more than 40 pounds

How to Apply

To apply, please submit a cover letter and résumé to Heather Holt at hholt@ctbar.org. Applications will be reviewed on a rolling basis.

Rate of Pay: $25 to $29 per hour. This is a full-time, non-exempt, in-office position (35 hours per week, Monday through Friday) with a comprehensive benefits package including health insurance, paid time off, 401(k), and paid holidays.

About the Connecticut Bar Association

Founded in 1875, the Connecticut Bar Association is the preeminent organization for lawyers and the legal profession in Connecticut. With more than 70 sections and committees, the CBA produces over 300 programs each year, including the Connecticut Legal Conference. The CBA is a nonprofit member service organization dedicated to advancing the legal profession and the principles of law and justice.

The Connecticut Bar Association is an equal opportunity employer committed to fostering an inclusive and welcoming workplace.