

# *International Chapter P.E.O. Sisterhood*

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P.E.O. Executive Office  
3700 Grand Avenue  
Des Moines, Iowa 50312-2899

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Fax 515-255-3820  
[www.peointernational.org](http://www.peointernational.org)

## **POSITION DESCRIPTION**

**TITLE:** Membership Services Representative

**DEPARTMENT:** Membership

**SUPERVISOR:** Membership Manager

### **POSITION SUMMARY:**

P.E.O. is a philanthropic organization where women motivate women to achieve their highest aspirations; educate women through scholarships, grants, awards, loans, and stewardship of Cottey College; and celebrate the advancement of women. Our beautiful office, friendly staff and dedicated volunteer leaders make this an ideal opportunity to add positivity to the world.

This full-time position assists members via phone, email, and online correspondence, ensuring that membership services and needs are met with professionalism and addressed in a timely manner. This position includes customer service, technical assistance with P.E.O. online resources and reporting and support for the P.E.O. chapter annual report process.

This 40-hour-a-week, Monday through Friday position is considered full time, with flexible hours between 7:00 a.m. and 4:30 p.m. This position is eligible for benefits, including insurance (health, vision, dental, life and long-term disability), paid-time off, holidays and 401(k).

### **RESPONSIBILITIES:**

- Reply to member questions and address needs related to membership resources
- Pull reports, analyze and prepare data for use by P.E.O. leadership
- Assist in supporting the state, provincial, district and local chapter annual report process
- Manage the general membership email inbox and respond to or direct messages accordingly
- Based on membership support provided, share feedback with the IT department regarding potential areas of improvement for the user-experience
- Create Zoom meetings and webinars, manage registrations and serve as tech host
- Perform other duties as assigned or deemed necessary

### **SUPERVISION:**

This position reports to the membership manager and operates within the guidelines developed by the Executive Board of International Chapter and office practices and procedures established by the executive director.

### **REQUIRED SKILLS:**

- Ability to quickly adapt and understand procedures as set forth by the P.E.O. Executive Office

- Previous experience with a Customer Relationship Management (CRM) platform
- Excellent human relations and member services skills
- Strong computer and organizational skills, including the ability to create, manipulate and analyze data in Excel
- Attention to detail
- Excellent verbal and written communication skills
- Regular and reliable attendance

**PHYSICAL DEMANDS/WORK ENVIRONMENT:**

- This position works on-site at the P.E.O. Executive Office.
- Must be able to lift up to 25 pounds at times.
- Must be able to accommodate office responsibilities, including sitting and standing for extended periods.