



**New York State Correctional Officers
& Police Benevolent Association, Inc.**

102 Hackett Boulevard Avenue - Albany, NY 12209
(518) 427-1551 www.nyscopba.org nyscopba@nyscopba.org



POST

TO: All Sector Stewards and Retiree Chapter Members

FROM: Diane Davis, Recording Secretary

SUBJECT: Assistant Director Membership Services

DATE: 1/29/09

Please post this memo regarding the above employment vacancy:

Assistant Director Membership Services – Full time

Requires knowledge of computer operating systems; good communication skills both oral and written; detail orientated individual.

Resumes for the position must be received by certified mail no later than close of business March 1, 2009 and must be mailed to:

**NYSCOPBA
Attention: Diane Davis Recording Secretary
102 Hackett Blvd.
Albany, New York 12209**

**If you have any questions regarding this vacancy, please feel free to contact
Larry Crossman, Director of Membership Services at 1-888-484-7279 Ext. 233.**

**CC Executive Board
NYSCOPBA Website
NYSCOPBA Retiree Chapter Website
File**

Assistant Director of Membership Services Job Description

The Assistant to the Director of Membership Services will be required to work under the direct supervision of the Director of Membership Services and other duties as directed by Management. The main responsibility of the NYSCOPBA Assistant to the Director of Membership Services is to satisfy the needs of the membership. These needs are usually met by providing information. The membership services department is responsible for providing information in the following ways:

- Regular updating of the NYSCOPBA web site
- Maintaining Phone system
- Maintaining NYSCOPBA's internal computer network so the rest of the staff can get access to any needed information
- Maintenance of the Information Database
- Giving members information over the phone

The Assistant Director of Membership services must possess the following skills:

Phone Skills: Must be able to convey information over the phone in a polite, professional manner. Must be able to convey complicated technical information over the phone in a concise manner.

Organizational Skills: Must be able to keep track of a number of ongoing projects at the same time, and be able to manage his/her time well to get all of the work done in a timely fashion. Must also be able to coordinate the other employees in the department in an efficient manner to finish the necessary projects on hand.

Technical Skills: Computer skills are a must. The assistant director of membership services must be competent in hardware configuration, software configuration, as well as computer and networking theory.

Detail of computer skills necessary:

Hardware

- Must be fluent with the addition and removal of hardware devices in workstations as well as servers
- Must be capable at diagnosing hardware problems
- Must be capable of running network cabling, as well as diagnosing cabling issues
- Must be capable of configuring TCP/IP Printing, as well as have minor printer troubleshooting skills

Software

- Must be fluent with the following Microsoft Operating systems and products: Microsoft Windows 95,98, Me, NT 4.0, 2000 and windows small business server 2003.
- Must be proficient with Microsoft Office 97, 2000, 2003 XP and Vista.
- Must be capable of producing documents and web pages which are professional in appearance, and convey the necessary information.
- Must be proficient in web site maintenance.
- Must be proficient in Microsoft Access and Crystal reports

Theory

- Must be proficient with the OSI networking model, be comfortable with administrating a fairly large internal network.
- Network Security: Must have computer networking security knowledge and be able to implement a thorough security policy on the internal NYSCOPBA network.