



**ILLINOIS
EDUCATION
ASSOCIATION**
www.ieanea.org

VACANCY NOTICE

100 East Edwards Street • Springfield, IL 62704-1999 • 217.321.2206 • Fax 217.544.7383

April 14, 2025

PLEASE POST

MEMBERSHIP ASSISTANT Springfield, Illinois

DEADLINE FOR INTERNAL APPLICATIONS: April 30, 2025

EFFECTIVE DATE: To Be Determined

HOW TO APPLY: Candidates should submit resume and application materials by using the following links: [Internal Candidates Apply Here](#) and [External Candidates Apply Here](#).

INTERVIEWS: Candidates who appear to meet the qualifications will be interviewed at a location selected by the IEA-NEA.

STAFF AUTHORITY AND RELATIONSHIPS: Directly responsible to the Membership Processing Supervisor, Director of Business Services and Executive Director.

POSITION DESCRIPTION: Works with locals and assigned field staff to ensure timely and accurate processing of IEA-NEA membership; serves as point of contact for local officers' billing, e-Billing portal and payment issues and questions; serves as point of contact for assigned field staff membership issues and questions.

RESPONSIBILITIES:

1. Utilize appropriate platforms to assist locals with inquiries about dues payments, account balances and payment history.
2. Assist local officers in using the IEA e-Billing portal to pay dues online and reconcile member rosters.
3. Ensure adherence to all Association bylaws by locals and staff as they pertain to assessing dues.
4. Assist local officers in using IEA-NEA's online enrollment platform to enroll new members and begin dues collection.
5. Processes daily uploads of online enrollment applications to ensure timely member registration.
6. Respond to emails and voicemails in a timely manner.
7. Perform quality checks and make any needed corrections on membership work processed by assigned field staff as requested by the Membership Processing Supervisor.
8. Process all member opt out requests according to established procedures.
9. Conduct membership roster reconciliations, working in collaboration with local leaders and/or school district payroll departments as needed.
10. Review system-generated reports to identify and correct data entry errors.
11. Print and manually prepare and mail monthly billing statements for all IEA locals.

**VACANCY
MEMBERSHIP ASSISTANT
Springfield, Illinois
(Continued)**

RESPONSIBILITIES: (Continued)

12. Prepare daily lockbox, electronic fund transfer (EFT) and check deposit documentation for entry into the IEA billing system according to department procedures.
13. Provide documentation for the IEA-NEA annual audit as requested by the Membership Processing Supervisor or Director of Business Services.
14. Print and mail IEA-NEA membership cards according to department procedures.
15. Provides annual statewide training sessions for local leaders on membership processing.
16. Coordinate with various departments to prepare, package and send annual training materials to staff and local leaders.
17. Process the annual renewal of all IEA-NEA continuous members according to IEA-NEA procedures.
18. Provides information and/or materials as requested pursuant to departmental procedures and established policy; refers questions to appropriate personnel.
19. Maintains a proficiency in using office machines, computer equipment, programs and software provided by IEA-NEA.
20. Acquires an understanding of the structure, operation and function of the IEA-NEA.
21. Utilizes appropriate office procedures as per the IEA-NEA Staff Policy Manual.
22. Demonstrates a high degree of interpersonal skills. Interacts appropriately with staff, members, and the general public.
23. Performs other appropriate duties as directed by assigned management staff.

QUALIFICATIONS:

- Minimum high school diploma, business college or college desirable;
- Above average ability in keyboarding, spelling, composition, and math skills;
- Capable of efficiently handling telephone requests;
- Ability to work independently and in a team environment;
- Knowledge and ability to perform basic office accounting functions;
- Personal computer and other basic office machine experience or training, including but not limited to Microsoft Office Suite and Web browsers, required;
- Ability to interact effectively with members, IEA-NEA leadership and staff is essential;
- Valid driver's license required.

SALARY & BENEFITS:

Internal candidates: In conformance with the IEA-NEA/IEASO Associate Staff Contract.

External candidates: Salary range - \$17.74 per hour to \$26.75 per hour; a benefits summary can be found at <https://ieanea.org/about/employment/> under Salary & Benefit Summaries, Associate Staff - Grade 2.

**IEA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER AND ENCOURAGES
WOMEN, MINORITIES, AND PERSONS WITH DISABILITIES TO APPLY.**