



Office and Member Services Manager

About Us. Since 1983, the Community Behavioral Health Association of Maryland (CBH) has been the statewide association representing community-based mental health and substance use treatment organizations throughout Maryland. CBH is a hardworking team of problem-solvers working to improve access to mental health and addiction treatment and to support providers in improving the quality of care. For more information about CBH, please visit our website at www.mdcbh.org.

Job Summary. We are a growing membership association looking for an organized, detail-oriented person to help run the core functions of our association. This position assists in the day-to-day operations of the Community Behavioral Health Association of Maryland and will provide the organizational backbone to help us continue our growth.

The candidate of our dreams is thoughtful, deliberate, and precise, with an eye for managing detail-work and always following through. You're collaborative, but you'll also work quietly and diligently on your own.

Key Activities.

- Office administration
 - Administrator for the office phone system, including troubleshooting issues and ordering equipment.
 - Purchases and maintains all supplies for the office.
 - Maintains filing as needed.
 - Researches and negotiates contracts for office equipment, and maintains association insurance policies.
 - Works directly with Executive Director in day-to-day operations or other duties as assigned.
 - Managing biweekly payroll.
- Basic accounting functions, such as recording invoices and revenue into Quickbooks, making bank deposits.
- Member services.
 - Develops and implements strategies for renewing the annual support of current members.
 - Creates/maintains the membership database; updates membership web access.
 - Negotiates installment payment plans when requested by members within established parameters.
 - Notifies Association Staff of new members, non-renewals, or other changes to member information.
 - Assists with advertising and promotional activities to member and non-member organizations.
 - Reviews, coordinates renewals, and oversees CBH affiliate members including, but not limited to, reviewing and renewing contracts, and overseeing performance requirements of each contract.
- Meeting coordination
 - Maintain Executive Director calendar - schedules meetings, changes, etc.
 - Prepares and distributes materials in advance of all CBH member meetings, Board of Directors' meetings, and MBHS annual shareholder meetings.
 - Processes MBHS Shareholder Certificates.
 - Maintains the CBH calendar, scheduling meetings, and membership CRM meeting technology.
- Event planning for three to five events per year either in person or virtually.
 - Manage registration, payment, speakers, and vendors.
 - Preparations for pre, day of, and post meetings; prepare meeting attendance list, materials for attendees, nameplates, audio/visual set-up as necessary, coordinate catering, registration desk, post attendance list on a shared drive, share meeting materials as requested.
 - Works with Continuing Education processing for all trainings and delivery of certificates.
 - If in person, manage registration desk at event, purchase of promotional items for the event, assist with editing information for the event, and serve as liaison to hotel/facility.



Job Announcement | January 4, 2024

Office and Member Services Manager

Knowledge and skills needed.

- ***Experience and comfort with technology tools.*** This position will use a variety of products to manage membership engagement, customer relations, accounting and events. Skills with online platforms and past experience with CRM platforms such as HubSpot or MemberClicks, QuickBooks, and Excel is a *BIG plus*.
- ***Language skills.*** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively respond to questions from groups of managers, clients, customers, and the general public.
- ***Math skills.*** Ability to calculate amounts such as discounts, interest, commissions, proportions, and percentages.
- ***Reasoning skills.*** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Location. This position will require travel to an office based in Catonsville, Maryland, at least once a week and involves travel to other areas of Maryland and occasional evenings several times a year. A working vehicle is required. Work can take place remotely up to four days per week in most circumstances.

Salary & Benefits. The salary band for this position runs from \$50,000 to \$60,000. We offer full health and dental benefits, long-term disability insurance, as well as a retirement plan after one year of employment.

How To Apply. If you're excited about the job, we're excited to meet you! Send your resume, a short email introduction, and a writing sample (no cover letters please) to shannon@mdcbh.org by January 25. Thanks!