

American Philatelic Society Job Announcement

Position: Membership Assistant
Reports to: Manager of Membership Administration
Starting Salary: \$22,000 - \$25,000 plus benefits depending on qualifications
Available: December 1, 2017
Work Hours: Monday through Friday, 8 am to 4:30 pm; limited evening/weekend
Work Location: American Philatelic Center, Bellefonte, PA

The American Philatelic Society is the nation's largest member organization for stamp collectors with more than 29,000 members around the globe. You will be working in the historic Match Factory in Bellefonte located just miles from the Penn State University Campus. Our headquarters has rental space available for public events, a large public library, and a post office. We receive visitors from all over the world to take tours, purchase stamps, and use our many services. At the APS, our members come first and this position plays a critical role in making this happen. We are looking to bring in someone who likes to work with people and wants an opportunity to grow with our team.

Responsibilities:

- You are the first link to our members and guests to the American Philatelic Society whether by phone or in person. You provide excellent customer service and answer most of the basic membership and informational questions about the APS.
- You are essential to communications within the headquarters by getting callers and visitors and communications to the right people and places.
- You will maintain and update our membership information and prospects database.
- You will help the APS serve and grow by connecting with new and potential new members.
- You will serve our members and guests by managing our inventory of specialty items, brochures and visitor information.
- You will deliver great customer service by accepting payments (in person and over the phone) and through sales at our historic Headsville Post Office.
- You will help the team by maintaining attendance records and calendar, assisting with mailings, filing, and other clerical work.

Requirements:

- High School Diploma.
- Believes in excellent customer service and teamwork.
- Experience with Microsoft Office, specifically word processing, spreadsheet, database.
- Fast and accurate typing and data entry.
- Manage multiple tasks at the same time.
- Able to stand for prolonged periods and lift to 20 lbs.
- Can stay focused on repetitive tasks.

Desired (plusses) but not required

- Associates Degree or higher.
- Previous customer service experience.
- Website or social media.
- Some knowledge of stamp collecting or philately

For guaranteed consideration applications must be received by November 15, 2017.
Send resume and cover letter to Judy Johnson, judy@stamps.org, 814-933-3803 x 210.