



JOB POSTING

Member Service Assistant (Eastern Region)

The International Cinematographers Guild, Local 600 IATSE is the largest camera and publicist union in the world with over 9,000 members in all 50 states and Puerto Rico. We are a National Local of IATSE (the International Alliance of Theatrical and Stage Employees). Applications are now being accepted for the non-exempt position of Member Service Assistant (Eastern Region). This is an in-person position, based out of our Eastern Region Office, located in New York City, New York.

SALARY:

Starting rate of pay is \$27.58 per hour.

POSITION SUMMARY:

The Member Service Assistant (Eastern Region) reports to the head of Member Services for the Eastern Region and is responsible for coordinating and reporting member-related information in the Eastern Region and Puerto Rico. The incumbent is also responsible for processing new member applications, assisting with other member-related issues, light reception and mailroom duties, and other related functions.

RESPONSIBILITIES:

- Coordinate with regional Member Services manager to resolve member account issues and collect missing documentation.
- Process member and event information, utilizing E-membership database.
- Develop and maintain system for tracking member and non-member union work.
- Process credential forms for delegates who attend IATSE annual conventions.
- Log information on members' work and employer into the data management system.
- Coordinate tracking and recording job reports and information on productions (film, TV, commercials, music videos etc.) that take place in the defined region.
- Assist with verification of member status for annual membership meetings.
- Respond to member, staff and applicant inquiries related to members and member services.
- Generate Availability lists and other member reports, as necessary.
- Process new member paperwork.
- Update ER Calendar of Events.
- Support reception and other departments as needed.
- Perform other duties as assigned.

QUALIFICATIONS:

- Proficient with Microsoft Office, especially Word, Excel, Outlook
- Proficiency with Adobe Acrobat, Illustrator, and Photoshop or similar
- Strong communications and collaboration skills (in person, on phone and email)



- Attentive to detail with high degree of accuracy.
- Able to compose professional correspondence using language and formats appropriate for a business environment.
- Significant member service experience, including problem resolution.
- Comfortable taking instruction from more than one person.

PREFERRED TRAINING AND EXPERIENCE:

Associate's degree from an accredited college -OR- One year of experience as an Administrative Aid, Administrative Trainee, Clerical Assistant or Customer Service Representative or Assistant.

LICENSE AND PHYSICAL CLASS:

A valid Driver's License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions. Ability to lift-up to 20lbs

CLASSIFICATION:

This position is classified as clerical, non-exempt under the current OPEIU Local 174-IATSE Local 600 CBA. ICG staff are represented by the Office and Professional Employees International Union (OPEIU). Employment is subject to the terms and conditions as set forth in the OPEIU Local 174-IATSE Local 600 CBA. Night and weekend work will be required. Excellent starting salary, commensurate with experience, and an excellent benefits package. Please mail or email current resume and cover letter detailing relevant skills and experience, including three work references with contact phone information to:

International Cinematographers Guild, Local 600 IATSE
7755 Sunset Blvd, Los Angeles, CA 90046
Email: careers@icq600.com
Subject: *ER Member Service Assistant*