

Key Responsibilities

- Maintain the profile (household and individual) database.
- Monitor info@tellicolife.org emails. Resolve all requests related to profiles, signon issues, general questions, etc., or forward to the correct area for resolution. Reply to requester with answers if needed.
- For all new TellicoLife registrants, ensure each member in household has a valid Userid, email account, and name fields and that Key Contact is turned on.
- For all new New Villager members, ensure all members in household are also given memberships.
- For all new HOA members or renewals, ensure all members in household are also given memberships.
- For all other profile issues, e.g. change of address, death, etc, make appropriate changes to profiles.
- Reset passwords as requested.
- Answer general questions and issues that may come from email, e.g. how to find a specific club, how to sign up for an event (may need to forward this to the sponsoring club), how to link new spouse to household.
- Support other TL areas, e.g. extend NV graduation date upon request; add/delete NV or HOA memberships, etc.
- Periodically review profile database for “dirty data” and make corrections, e.g. find households where Key Contact is not turned on.
- Respond to all email queries in a timely manner, preferably within 1 day.

Skills Required

- How to read, reply, and forward emails.
- Good interpersonal and communication skills.
- Basic computer skills, e.g. navigating screens, copy/paste data, basic data entry.

Time Commitment

- Attend monthly TellicoLife Core Team meeting – 1 hour
- Monitor info@tellicolife.org – Daily, 5 mins to 1 hour, depending on issues.
- Special projects as needed – Rarely. Maybe an hour a month.