

# CSEA Membership Services

## MEMBERSHIP SERVICES OVERVIEW

INTAKE  
 DUES PROCESSING  
 BENEFITS  
 SPECIAL PROJECTS  
 MONTHLY PROCESSING  
 ANNUAL PROCESSING  
 ROLL-OVERS & CANCELLATIONS  
 REPORTS & LABELS

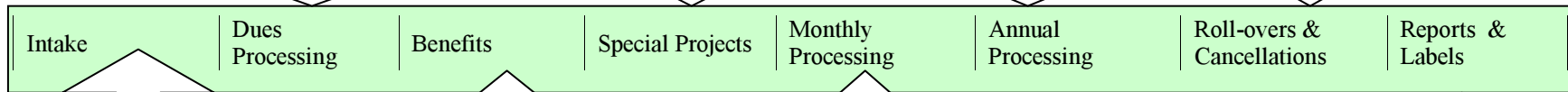
The Membership Manager is the administrator of the database system, coordinates projects, manages the workflow, provides direction to staff, troubleshoots system problems, recommends and makes/facilitates program changes, sets up accounts, provides training and consultation to affiliate staff, and engages in the complex and high-level processing tasks.

SCO Deductions 1<sup>st</sup> & 15<sup>th</sup>  
 Ag District Cks (50)  
 Direct Payments  
 Alternate Pay (see Benefits)  
 PERS Deductions  
 Refunds & Adjustments  
 CD88 Processing  
 (adds, changes & deletes)  
 Special Rates Management:  
 (NG, P, & Conscientious  
 Objectors, Seasonal Workers )  
 Billing & Reconciliation  
 Special Assessments  
 Dues Increase

SCORE Retirees  
 GC Delegates  
 Rescission Elections  
 Affiliate Elections  
 Campaign Tracking  
 Organizing Coding  
 Special Meetings  
 Tel/Email Directory  
 Survey Coding  
 Voter Import/Export  
 Audits

Hudson Notices 35K  
 Objection Letters 6K  
 Annual Dues Notices  
 Inquiries & Corresp.

Correspondence  
 Records Management  
 Inquiries  
 Refunds/Adjustments  
 Task follow-up



Telephone Inquiries  
 Applications  
 Emails  
 Correspondence  
 Returned Mail  
 Address Updates  
 Positions/Officers Roster  
 Job Stewards  
 Business Cards Process  
 Worksite Updates  
 COPE & PAC sign-ups  
 Count Me In Cards  
 Meeting Sign-in Sheets  
 Objectors(Political,NG  
 new hires & conscientious)

Import & Export:  
 AGIA, Legal Club, Anthem,  
 LifeLine, PC Prog, Merastar;  
 Member Updates:  
 Deceased Members  
 Birthdates  
 Address Changes  
 Status Verification  
 Alternate Pay (Insurance premiums)

Roster Processing  
 Dues & Records  
 Reconciliation  
 Membership Cards  
 GetActive Import/Export  
 SEIU Exports  
 Job Steward Updates  
 Chapter/DLC Register  
 \*Also see Reports

Affiliate Ad-hoc Reports  
 Revenue Report  
 Membership Statistics  
 Multi-Count Reports  
 Reports: COPE, LPAC,  
 CMAC, PAC, Cancellations,  
 New Members, New Hires,  
 Roll-overs, Retired, Special  
 Labels – All Mailers

Staff: Membership Manager, Programmer (1), Administrative Technician (1), Membership Data Technicians (3) Membership Data Technicians - SEIU 1000 (2)