



Position Title: Membership Coordinator

Department: SOT, IUTOX

Location: Reston

Classification: Exempt, Full-time

Job Summary:

The Membership Coordinator serves as the first point of contact and ambassador for potential and current members and as the client's ambassador for incoming phone calls. The Membership Coordinator works with the membership staff to answer questions and assist with member-related items including application processing and database entry.

Essential Duties and Responsibilities:

Works closely with:

- Members and potential members.
- Member Managers to obtain instructions regarding various projects.
- The accounting department to facilitate the reconciliation of accounting needs.

Specific Responsibilities:

- Respond to email and phone inquiries about membership, conference registrations, and general annual meeting questions.
- Provide routine updates and data integrity processes for client databases.
- Administer surveys and monitor results.
- Assist with travel fellowship and awards.
- Assist with general communication efforts and publications.
- Provide customer service and support for various client programs.
- Assist with Annual Meeting preparation.
- Process dues.
- Process membership applications.
- Work in a team environment to facilitate the clients' needs and expectations.
- Serve as back up to receptionist for lunch and breaks as needed.
- IUTOX client partner responsibilities:
 - Monitors and responds to daily email and physical mail.
 - Occasional award ceremony ancillary duties.

Reporting Relationships and Supervisory Responsibilities:

- Reports to the Senior Membership Manager
- Supervisory responsibilities: None

Education and Experience:

- A bachelor's degree or equivalent work experience required.
- Minimum of 1 to 4 years of progressively responsible experience in volunteer relations and/or customer service.

Knowledge, Skills, and Abilities:

- Good written, verbal, and proofreading skills.
- Intermediate skill level of Microsoft Office 365.
- Working knowledge of databases, surveys/doodle polls.
- Able to manage multiple projects with overlapping deadlines.
- Strong organizational, planning, and time management skills.
- Great attention to detail.
- Aptitude for continuous learning.
- Customer service orientation.
- High integrity and honesty.
- Ability to embrace change.
- Respect for AIM's and our clients' missions and the work of their members.
- Has the ability to travel domestically and internationally.

Physical Requirements and Work Environment:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 35 pounds at times.
- Must be able to access and navigate all areas of the facility.
- Occasional weekend and evening work.

Benefits:

Regular full-time employees are eligible for a benefits package including the following:

- 100% employer paid: employee health insurance, dental, vision, life insurance, short and long-term disability insurance, vacation, holidays, personal holidays, sick leave, parental leave, and volunteer time off.
- Additional benefits: flexible spending accounts, health reimbursement account with partial employer funding, tuition reimbursement plan, flexible work schedule, wellness plan, stock options, 401(k) retirement plan with employer match up to 4%, legal services, and supplemental insurance products.