



JOB DESCRIPTION

POSITION: MEMBERSHIP COORDINATOR
REPORTS TO: CHIEF OPERATING OFFICER AND VICE PRESIDENT, PROGRAMS AND EVENTS
CLASSIFICATION: NON-EXEMPT
REVISION DATE: MAY 2021

POSITION SUMMARY

Reporting directly to the Chief Operating Officer and Vice President, Programs and Events, the Membership Coordinator assists with membership sales, provides marketing support and serves as a liaison between the organization and its members. The Membership Coordinator works with the sales and marketing team to process applications for member services, communicate with members through email and social media, prepare marketing materials, maintain records and databases, and organize and facilitate committee meetings. The Membership Coordinator represents the quality product, outstanding service and positive image of membership services provided by the Council.

POSITION RESPONSIBILITIES

- Serves as primary point of contact for the Sales team, handling all questions, information requests and concerns regarding membership.
- Tracks and maintains membership records.
- Supports member services staff as requested to process membership applications, renewals and resignations.
- Collects and maintains data, tracks statistics and prepares reports (i.e. Annual Report, Public Policy Guide, etc.) related to membership.
- Partners with the finance/accounting department to track membership revenue.
- Assists in the preparation, coordination and production of marketing materials.
- Organizes events and activities for committees, existing members and prospective members.
- Serves as staff liaison and participates in monthly committee meetings and other events to stimulate member involvement.
- Supports member services staff as requested to welcome new members, conduct new-member orientation and assist the sales and marketing team at select events. Such responsibilities include, but are not limited to, creating and sending evites, planning and organizing orientation content in partnership with the host sponsor and manning registration at select events.
- Actively supports the marketing team and related marketing initiatives (contributes to social media campaigns, updates website content, curates and posts member news, highlights member accomplishments, assists in the development of promotional materials and collateral, etc.) to communicate the benefits of membership and further the positive image of the organization.
- Assists in curating, scheduling and posting social media for the Council.
- Writes and distributes email marketing campaigns for events and sales initiatives.
- Develops and maintains files related to sales, marketing and communications, committees and special events.
- Performs other related duties as assigned.



REQUIREMENTS

- High school diploma / GED.
- A minimum of one (1) year relevant experience or equivalent combination of education and experience.
- Proficiency in Microsoft Office, Outlook and database management.
- Experience in non-profit and the technology industry preferred.

KNOWLEDGE AND SKILLS

- Excellent verbal and written communication skills.
- Demonstrated creativity and inventiveness.
- Ability to compile, analyze and communicate data.
- Organized and detail oriented.
- Excellent interpersonal skills.
- Strong proficiency in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat.
- Familiarity with Customer Relationship Management (CRM) software (GrowthZone, InfusionSoft) and Association Management System (AMS) is desirable.
- Familiarity with Adobe Creative Suite (PhotoShop, Illustrator, InDesign, Acrobat Pro) is desirable.
- Prior experience updating website content using WordPress is desirable.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. This position requires sitting for extended periods of time. Occasionally requires standing, squatting, reaching and bending. Requires ability to receive information through oral communication both in-person and on telephone. Manual dexterity needed for using computer keyboard. Occasional lifting up to 25 pounds. Must have adequate vision to operate computer and complete paperwork.

WORK ENVIRONMENT

This job operates in a professional office environment. The role routinely uses standard office equipment such as assigned workstation, computer, phone, copier and file cabinet.

HOW TO APPLY

Interested applicants should email their resume and cover letter as attachments outlining their qualifications to Laura DeGeorge at ldegeorge@aztechcouncil.org with the position you are applying for in the subject line. No phone calls, please.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the job holder. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. The Council reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.