**Member Services Coordinator**

We are seeking an energetic, organized, customer-service oriented team member to join our 12 person staff. ABC of Metro Washington is one of the top ten chapters (of 68) of a national trade association serving the commercial construction industry. This pivotal position interacts with all stakeholders and requires friendly collaboration with association volunteers and other staff members. Conveniently located near Montgomery, Prince George's and Howard counties. Easily accessible to ICC and I95.

**KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED:**

* Strong proficiency with Microsoft Office (especially excel) and database management
* Strong written and verbal communication skills with an eye for detail
* Exceptional member service outlook and capability
* Working knowledge of office equipment functions and maintenance
* Professional, pleasing phone and office demeanor
* Effective problem-solver, able to work independently and has a can-do attitude
* Strong team player who enjoys helping others succeed
* 2 – 5 years prior office or association experience preferred
* College degree preferred

**REPORTS TO:** VP of Member Services

**ASSISTS:** President and Director of Government Affairs

**SCOPE:**

* 70% membership support & responsibilities - member recruitment, retention & onboarding tasks & off-site monthly events; committee meeting prep & participation
* 15% office services - Supervise office vendor relationships (ie. Office equipment and property management).
* 15% admin support for president and government affairs director - prepare for monthly board meetings and other admin tasks as assigned
* Any other duties as assigned

**Primary Duties Include**

**MEMBERSHIP:**

* Responsible for inventory of membership materials and packets; field membership-related inquiries in conjunction with VP of member services
* Assist with membership retention and recruitment activities
* Serve as a contact for data/membership confirmation for affinity programs. Track member participation with these programs in the database
* Update and maintain member contact records in association database; troubleshoot contact information for accuracy
* Responsible for the preparation of data for annual membership directory, as well as other communications campaigns
* Process new member applications and manage onboarding process
* Work in partnership with the VP of Member Services during the entire prospect process from initial lead to new member conversion
* Process contractor referral requests
* Assist with processing of dues
* Assist in preparation for membership committee meetings

**GOVERNMENT AFFAIRS:**

* Assist with tracking the political activity of the membership

**PRESIDENT:**

* Prepare for monthly meetings of association’s board of directors
* Prepare general communications and national reports as needed

**OFFICE SERVICES:**

* Supervise office vendor relationships (ie. Office equipment and property management maintenance requests). Manage and research supply vendors and lease agreements/contracts for copiers, postage machine, other office machines, cleaning company, and phone system

**EVENTS:**

* Attend association events/functions and perform registration and other duties on site as assigned

**List of benefits:**

* 18 days of annual Paid Time Off (PTO), pro-rated and available after completion of 90-day introductory period
* 10 paid holidays + one paid personal day
* Hybrid Schedule: Mon-Th in the office; Fridays remote
* Medical, dental and vision insurance
* Life insurance
* Short and long-term disability insurance
* 401(k) qualified retirement plan
* Free Surface parking
* Conveniently located near Montgomery, Prince George's and Howard counties. Easily accessible to ICC and I95