

Reports To: Executive Director
Position: Membership Coordinator
Location: Chicago | Remote
Status: Full Time



Overview

The Membership/Administration Coordinator is responsible for providing the highest level of service to several small associations, serving members and potential members. In this capacity, the Coordinator is primarily responsible for helping support the Society's annual plan, executing the Society's initiatives, and member outreach. In addition, the coordinator will provide administrative support for TREX. This position will report to the Executive Director.

Essential Responsibilities

Membership Support (Estimated to be 60% of the role)

- Timely, accurate implementation of yearly membership renewals, including dues invoicing (paper and digital), data quality control, and reporting to ED for assigned clients using registration software
- Timely, accurate drafting, editing, and disseminating all new member communications
- Oversees and executes full membership cycle for clients, including updating new member applications, renewal invoices, creating batches for membership applications to send to committee for review, notifying applicants of results, and responding to applicant questions
- Fulfills membership related requests for prospective members via phone or email
- Approves and fulfills requests from members, pending members and registrants in a timely manner
- Updates membership renewal and engagement reports monthly
- Manages client's member and mentorship grant programs
- Maintains and updates the Member Find-a-Doctor, open and closed-source databases, and other resources
- Prepares various society materials for membership recruitment and retention
- Assists in increasing retention rates and renewal efforts through innovative and new ways to compel our members to renew (and former members)
- Supports organizational initiatives to grow membership
- Coordinates and execute membership campaigns and mailings as directed by the Executive Director
- Represents TREX at industry events as needed

Committee Support (Estimated to be 15% of the role)

- Assists with coordination of committee conference calls
- Participates and produces minutes of assigned committee conference calls
- Works with the Executive Director and Committee Chairs to execute action items

Administration Support (Estimated to be 25% of the role)

- Enters data into Registration123 and ensure member records are current and accurate
- Follows up with committee chairs
- Assists in the development and delivery of committee chair communications
- Creates/updates surveys and evaluations
- Coordinates registration and provides administrative and logistical support for conference, symposium and regional workshops
- Manages volunteer program and communication
- Ensures governance files – including bylaws, agreements, membership/marketing materials are maintained
- Maintains, and creates up-to-date client website and social media presence
- Proofs and edits membership communications on an at-need basis for all TREX clients
- Coordinates with IT, Finance and Accounting, and other management as needed to address clients' needs effectively and efficiently
- Creates, maintains and updates client Procedures and Guidelines semi-annually

Other

- Performs other duties as requested by Executive Director

- This is not meant to be a complete or comprehensive list as responsibilities may change; other duties, responsibilities and activities may be assigned at any time.

Experience Requirements

- Bachelor's degree (or equivalent experience) in Business, Communications, or related area
- Three years of related experience in a similar position, preferably at an Association environment
- Ability to establish effective relationships with colleagues and co-workers
- Ability to represent TREX in a professional manner with both internal and external clients.

Competency Requirements

- Excellent organizational skills
- Service orientated: Ability to provide excellent customer service to all members, prospective members and internal team members
- Creative Thinker: Ability to bring creative solutions to problems
- Exhibits a high level of drive and discipline
- Ability to assume responsibility without direct supervision
- Ability to make routine decisions and to know when to refer decision to others
- Ability to maintain member records private in accordance with the organization's privacy guidelines

Coordinator Skill Requirements

- Anticipate, understand, and fulfill customer needs and expectations by providing excellent direct and indirect service
- Able to develop, maintain, and strengthen partnerships with others inside and outside of the organization
- Organize and express ideas and information clearly with great attention to detail in all written and oral communications
- Consistent demonstration of cooperative attitude – assume responsibility and maintain flexibility when faced with challenges and different ideas
- Demonstrate a commitment to follow-through; results oriented
- Manage multiple projects simultaneously

Work Conditions

- Travel 5%, domestically and internationally, including the ability to occasionally attend evening, weekend and overnight meetings
- Physical demands
 - Sitting for extended periods of time and may involve walking or standing for brief periods of time.
 - Ability to exert up to 10 lbs. of force occasionally and/or a negligible amount of force frequently to TREX, carry, push, pull, or otherwise move objects, including the human body.
 - Use of hands and fingers to operate a computer keyboard, mouse, and handling of other office equipment
 - Specific vision abilities required by this job include close vision requirements due to computer work

Our Core Values

Accountability, Commitment, Support, Inclusiveness, Authenticity, and Excellence.

Our Position Statement on Diversity

Diversity is an integral facet of the global landscape and is a critical component to the success of all professions including association management companies (AMCs). Diversity in its many dimensions including ethnicity, nationality, race, culture, religion, gender, sexual orientation, socioeconomic background, mental and physical abilities, learning styles, values, and viewpoints enriches the work we do internally and with our clients.

We offer competitive salary and benefits to commensurate with experience in a casual but professional work environment. Visit our website at www.trexperts.com for more information.

Travel: Travel may be required, and up to 5% a year domestically and internationally.

To Apply

Please email your Resume and cover letter to kmiller@trexperts.com and include the position title in the subject line.