



Membership and Programs Coordinator

The Membership and Programs Coordinator will be responsible for effectively and efficiently coordinating the membership and meetings activities in relation to the mission and goals of the organization.

This position reports to the SVP of Innovation & Member Advancement, with direction from the Director of Membership and the Director of Programs & Partnerships. This position will be responsible for support of all membership and program activities, member service programs and information systems, as well as the coordination and execution of the organization's webinars, conferences and educational programs. This is a high-growth position with significant exposure and contribution to membership and program/event activities.

Responsibilities

Membership

- Implement membership recruitment and retention strategies including placing phone calls, sending letters and emails
- Respond to inquiries and offer customer service to current and prospective members ensuring a high level of satisfaction, including answering questions via phone and email
- Coordinate onboarding of new members including scheduling follow up to ensure member satisfaction
- Research, build and organize current member and prospect lists
- Manage data using Matrix Maxx database to ensure accurate, consistent and useful data and reports
- Write and export reports for various membership projects
- Schedule and organize membership meetings, briefings and calls with current and prospective members
- Draft content for membership communications
- Develop departmental timelines for specific projects
- Perform other duties as assigned

Programs and Partnerships

- Develop, coordinate, and execute new and existing educational programs, activities and webinars that support the organization's mission and strategic goals.
- Assist in the planning and establishment of goals and objectives for meetings, conferences, and/or trainings, with respect to budgets, sponsorships, marketing plans, facilities, logistical requirements, and other related issues

- Coordinate logistics requirements related to speakers, space, facilities, technology, equipment, lodging, catering, and on-site management
- Assist with preparation of conference materials including program production and speaker introductions
- Oversees registration quality control and customer service
- Manage contractor/vendor relations
- Maintain organization's event calendar
- Assist with event marketing plans and promotional materials in conjunction with the Communications Department
- Assist with conference sponsorship sales and management
- Perform other duties as assigned

Requirements and Qualifications

- Bachelor's Degree and a minimum of 3+ years experience
- Strong work ethic
- Ability to handle multiple projects and deadlines at once
- Excellent interpersonal skills
- Excellent customer service
- Strong written and verbal communication skills
- Detail-oriented with excellent organizational and time management skills a must
- Excellent knowledge of Microsoft Office applications (Word, Excel, PowerPoint, Access, etc.)
- Experience with website content editing
- Some travel required

If interested, please email your resume to Colin Newman, Chief of Staff at cnewman@idfa.org