



Job Title: Membership Coordinator
Department: Hawai'i Visitors & Convention Bureau
2270 Kalākaua Avenue, Suite 801
Honolulu, Hawai'i 96815
Reports To: Senior Director, Member and Community Engagement
FLSA Status: Non-Exempt

Position Summary

The Membership Coordinator is pivotal in fostering strong member relationships, administering internal and external communications, and providing vital administrative support for all aspects of member services, sales, events, finances, and digital assets. This role demands an individual who thrives in a challenging environment, excels in multitasking, and responds promptly to detailed tasks across multiple projects.

Essential Duties and Responsibilities

Member Services and Administration

- Serve as the department's primary contact for member database updates and inquiries, assisting members and stakeholders as required.
- Maintain up-to-date and accurate information in the membership database.
- Facilitate the onboarding process for new members, including mailing necessary collateral.
- Process membership-related work requests for membership-related sales, cancellations, and event registrations.
- Input content and distribute member communications, such as e-newsletters, invites, and eblasts.
- Update content on the company website and digital assets.
- Provide training on the member portal, tools, and resources.
- Assist with administrative operations, including invoices, reports, contracts, event execution, supply ordering, and filing.

Member Sales and Retention

- Process new member applications and set up member accounts.
- Assist in the dues invoicing process.
- Manage account renewals through billing and collection efforts.
- Contact members through various means for membership renewal and emphasize its value.
- Gather and communicate member feedback to the membership team.
- Address member objections to retain accounts.

Member Engagement

- Assist in event execution, from online registration to setup and breakdown.
- Facilitate meeting/event design, planning, and production, ensuring on-time delivery as directed.
- Occasionally participate in evening and weekend functions; HVCB and Industry.
- Assist in the setting up of in-person and virtual member webinars, events, and meetings.
- Work with Market Insights on pre- and post-event evaluations and outcome reports.
- Assist with HVCB social media.
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Reports

- Prepare financial and member reports that support the daily operations of the organization.
- Queries data from the member database for the membership team and other departments as needed.

Education and/or Experience

- Bachelor's degree preferred or equivalent work experience.
- Minimum 2 years of experience in customer relations or administration.
- Background in hospitality, tourism, or customer service is advantageous.
- Knowledge of Hawaiian history, culture, and language preferred.
- Proficiency in Microsoft Office tools (Word, Excel, PowerPoint, Teams, Outlook).

Other Requirements

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Professional, team-oriented demeanor.
- Excellent customer service and interpersonal communication abilities.
- Attention to detail and report-writing skills.
- Effective presentation and responsiveness to inquiries.
- Proficiency in independently managing multiple projects.
- Competence in clerical and administrative tasks, following instructions, and working collaboratively.
- Adaptability to a fast-paced environment.
- Strong organizational skills, task prioritization, and meeting tight deadlines.

PHYSICAL REQUIREMENTS:

- Will occasionally need to lift and carry items weighing up to twenty-five pounds
- Prolonged periods sitting at a desk and working on a computer.

Work Environment

Air-conditioned office.

The above information in this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, of all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. HVCB is an Equal Opportunity Employer. HVCB does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other bases covered by appropriate law. All employment is decided based on qualifications, merit, and business need.