



JOB DESCRIPTION

Membership Manager - Europe

General Job Description

The International LGBTQ+ Travel Association (IGLTA) is seeking a highly motivated, detail-oriented, account management and consultative selling-focused individual with excellent communication and organizational skills based in Europe to join our team as a Membership Manager. This is a work-from-home full-time position (40 hours per week).

The main goal of this revenue-generating role is to recruit new potential members in Europe for the association, manage leads, and work closely with the membership and executive teams, as well as our board of directors. In addition, this person should constantly engage with members in the region in order to improve the retention rate. The candidate should have a solid background in sales and relationship management, as well as excellent customer service and organizational abilities. Please keep in mind that the perfect candidate should not only feel at ease with traveling but also possess previous experience in attending tourism trade fairs. This includes being comfortable with delivering presentations and coordinating logistics.

IGLTA is an internationally renowned LGBTQ+ travel brand operating continuously since 1983. We are a global non-profit organization based in Fort Lauderdale, Florida, USA marketing to LGBTQ+ travelers worldwide and catering to the needs of the tourism companies that welcome them. Member business types include travel advisors, accommodations, tourism boards, airlines, tour operators, venues and LGBTQ+ events, etc. Our membership is located in 80 countries and we collaborate and promote their efforts to offer welcoming travel experiences for the LGBTQ+ travel community.



Qualifications and Experience

The ideal candidate:

- Bachelor's degree in Tourism, Business, Marketing, or similar.
- 2 plus years of sales, marketing, or customer service-related experience. Consultative selling experience preferred.
- Demonstrated experience developing new business relationships; possesses a good network of business contacts.
- Possesses excellent written and verbal communication skills.
- Proficient with Microsoft Office products (Word, Excel, PowerPoint), Google Workspace tools, and online publishing platforms.
- Brings to the position excellent time management skills, outstanding organizational skills, and the ability to handle multiple projects simultaneously while respecting deadlines.
- Comfortable working virtually, remotely, and in a small team environment. The team from IGLTA is currently located in the USA, Canada, Brazil, Colombia, South Africa, Morocco, France, Spain, and England.
- Is innovative and is willing to test new ideas, seek out new solutions, and is a fast learner and early adopter.
- Is eager to meet and exceed objectives/goals and brings new ideas for achieving success to the organization
- Can effectively communicate results to management in a fast-paced virtual and global environment.
- Pays attention to details and gets the job done; can work autonomously.
- Must have exceptional people skills, an outgoing personality, and a positive attitude, is optimistic, energetic, a self-starter, and seen as a "people person" striving for engaged relationships with current and potential members.
- Speaks and writes fluent English, plus one other language other than Spanish
- Office hours are local Monday-Friday, 9 am-5 pm but may require occasional weekends or evening commitments.



Essential Duties and Responsibilities

- Lead conversion (prospects for IGLTA Membership) and identify new prospects for membership through market research, association stakeholders, and networking.
- Carry out membership support initiatives (possible outreach strategies include promoting and selling virtual and in-person membership events, referral programs, marketing add-ons, etc.).
- Support membership initiatives and strategies locally to increase membership engagement and growth in Europe.
- Answer queries on membership and accreditation process.
- Work with others on the membership team to drive sales strategies.
- Share successful tactics with the membership team.
- Work on special membership projects when required.
- Coordinate and monitor project schedules, and ensure deadlines and expectations are met via the membership dashboard.
- Demonstrate a commitment to equity, diversity, and inclusion.
- Collaborate daily with others on the membership team.
- Attend weekly online staff video meetings; mandatory on-camera presence.
- Be available for business travel, and participate in various trade fairs, conferences throughout Europe and possibly elsewhere, plus the annual IGLTA Global Convention which rotates continents.

Compensation

This is a base salary plus commission-based role with financial opportunities to succeed in generating membership growth.



How to apply for this position

IGLTA is an equal-opportunity organization. We encourage applications from people regardless of race, ethnicity, age, sex, sexual orientation, gender identity, gender expression, religion, marital status, immigration status, veteran status, or disability. Interested qualified candidates are requested to submit their application by June 30, 2023. Please visit our [Careers page](#) to apply.

Posted: May 2023