



JOB DESCRIPTION

業務内容

Membership Manager - Japan - Fluent in English and Japanese.

日本担当メンバーシップマネージャー: 流暢な日本語及び英語スキルを要すこと

General Job Description

職務内容

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

国際LGBTQ+旅行協会(IGLTA)では、大阪または東京を拠点とするメンバーシップ・マネージャーを募集します。モチベーションが高く、細部へのこだわりがあり、アカウント管理、コンサルティング営業に特化した、コミュニケーション能力と組織力に優れた方を募集しています。

在宅でのフルタイム勤務(週40時間)となります。

The main goal of this revenue-generating role is to recruit new potential members in Japan and Southeast Asia 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 market 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 remember that the perfect candidate should feel comfortable traveling and have previous experience attending tourism trade fairs. This includes being comfortable with delivering presentations and coordinating logistics.

IGLTA is a well-known brand in the LGBTQ+ travel industry. It has been serving the community since 1983 as a non-profit organization based in Fort Lauderdale, Florida, USA. We focus on promoting LGBTQ+ welcoming travel destinations worldwide and assisting the tourism companies that cater to them. Our membership includes various businesses, such as travel advisors, accommodations, tourism boards, airlines, tour operators, and venues for LGBTQ+ events. We have members from 80 countries and staff in 14 countries to provide global support and cultural perspective. We aim to collaborate with and promote the efforts of businesses that offer welcoming travel experiences to the LGBTQ+ community.



Qualifications and Experience

The ideal candidate:

- Bachelor's degree in Tourism, Business, Marketing, or similar.
- Two 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.
- Has excellent written and verbal communication skills in English and Japanese.
- 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, Mexico, Canada, Brazil, Colombia, South Africa, Morocco, France, Spain, and England.
- Is innovative and willing to test new ideas and 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; optimistic, energetic, and 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 Japanese
- 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 local membership initiatives and strategies to increase membership engagement and growth in Japan and Southeast Asia.
- 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 trade fairs and conferences throughout the region and possibly elsewhere, plus the annual IGLTA Global Convention, which rotates continents.

Compensation

This is a base salary plus a 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 must submit their application by April 25, 2024. Please visit our [Careers page](#) to apply.

Posted: 10 April 2024