JOB DESCRIPTION

Membership Coordinator - Western USA/Canada

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 to join our team as Membership Coordinator - Western USA/Canada. Although this is a remote, full-time position (40 hours per week), we are seeking resumes preferably based in the western regions of the USA or Canada and with experience in the North American business world.

The main goal of this revenue-generating role is to reach new potential members for the association, manage leads from events passed over by staff or board members, reach out to lapsed members, and engage with members to obtain insights via one on one conversations and email campaigns.

IGLTA is an internationally renowned LGBTQ+ travel brand that has been operating continuously since 1983. We are a non-profit organization based in Fort Lauderdale, Florida, marketing to LGBTQ+ travelers worldwide and catering to the needs of the tourism companies that welcome them.

Qualifications and Experience

The ideal candidate:

- Has a bachelor’s degree in Tourism, Business, Marketing, or similar
- 2 years or more in sales, marketing or customer service-related experience. Consultative selling experience preferred
- Association management knowledge is preferred but not required.
- Knowledge of LGBTQ+ tourism or LGBTQ+ issues regionally and/or globally is preferred
- Strong ability to develop new business and personal relationships and a good network of business contacts
- Possesses excellent written and verbal communication skills
Is proficient with Microsoft Office products (Word, Excel, PowerPoint) and with 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

Is comfortable working virtually and in a small team environment

Is innovative and is willing to test new ideas, seek out new solutions, is a fast learner, and early adopter

Is eager to meet and exceed objectives/goals and brings new ideas of achieving success to the organization

Is able to clearly communicate results to management in a fast-paced virtual and global environment

Pays attention to details and gets the job done; is able to 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, preferably bilingual.

Preferably based in the western regions of the USA or Canada and with experience in the North American business world.

Office hours are local Monday-Friday, 9am-5pm 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 examples include, promoting and selling virtual and in-person membership events, referral programs, marketing add ons, etc.)

Support membership initiatives and strategies to increase membership engagement and growth

Answer queries on membership and accreditation to current and potential members.

Develop and manage a database of lapsed members

Work with others in membership to create sales strategies

Work on special membership projects when required

Coordinate and monitor project schedules, and ensure deadlines and expectations are met. Access to dashboard programs is provided
• Demonstrate a commitment to equity, diversity, and inclusion
• Collaborate daily with others on the membership team (Toronto, Cape Town, São Paulo)
• Attend weekly online staff video meetings
• Be available for business travel, participate in various international trade fairs, conferences and the annual IGLTA Global Convention.

How to apply for this position

IGLTA is an equal opportunity organization and encourages applications from people regardless of their 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 resumes before January 3, 2023, to iqlta@iglta.org

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