



## JOB DESCRIPTION

### Membership Development Manager - India

#### 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, and based in India to join our team as a Membership Coordinator. This is a work-from-home full-time position (40 hours per week).

The main goal of this revenue-generating role is to reach new potential members in India (and possibly South Asia) for the association, manage leads from events passed over by staff or board members, and engage with members in the region to obtain insights via one on one conversations and marketing campaigns.

IGLTA is an internationally renowned LGBTQ+ travel brand that has been operating continuously since 1983. We are a Global 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
- 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, 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, 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; Based in India
- 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 locally to increase membership engagement and growth in India and South Asia
- Answer queries on membership and accreditation
- 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, and participate in various 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 15, 2023, to [iglta@iglta.org](mailto:iglta@iglta.org)

Posted: December, 2022