



## JOB DESCRIPTION

### Global Membership Coordinator

#### 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 Global 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 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 US or Canada or 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 December 02, 2022, to [iglta@iglta.org](mailto:iglta@iglta.org)

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