



POSITION DESCRIPTION

Member Services Coordinator

Reports To: Director of Leisure & Partner Sales

Position Overview

Provides administrative and clerical support to the Director of Leisure & Partner Sales. The Member Services Coordinator works in a team environment and must perform in an efficient, reliable and confidential manner.

Responsibilities and Duties

- Assist with answering and screening membership related calls
- Performs administrative and support activities for the Director including, running reports, invoicing, creating spreadsheets, collection of member dues and/or participation fees for partner programs, record all member programs in the CRM, recording new and renewed members in the CRM, and filing
- Assemble membership solicitation packets, partner program solicitations and/or presentations
- Assist with identifying potential members and scheduling of weekly appointments for the Director
- Collect all information and collateral from new members that is needed for the visitor guide and website listings (logos, content, images)
- Weekly maintenance calls to members, verify member information is updated, communicate pertinent information to the Director and enter all correspondence into the CRM
- Contact members to request special offers, promotions, and events, then provide the information to the Digital Marketing & Social Content Manager for publication on the website and/or e-news
- Solicit hotel partners to participate in the In-Room Visitor Guide Distribution Program
- Assist the Director with solicitation of the members for requested content from Travel Writers. Some research on the information will be required
- Enter all Travel Writer stories and media mentions into the CRM
- Update all publications and contacts for travel media

Member Services Coordinator



- Prepare an appointment book for the Director to include the conference schedule and appointments
- Assist with tradeshow and/or conference preparation by assembling sell sheets, brochures, and promotional items.
- Enter follow up/notes from conferences/tradeshows in the CRM
- Handle the shipping of items to/from tradeshows and/or conferences
- Responsible for inventory of member-requested collateral
- Responsible for inventory of Director's Sales Giveaways and Materials
- Assists with pick-up and distribution of office mail
- Assists with special events projects as assigned
- Other duties as assigned by the Director of Leisure & Partner Sales, the Vice President and the President & CEO

Position Requirements

- Knowledge of the convention and tourism industries a plus
- Strong communication skills-verbal and written, customer service and detailed organization and administrative/office skills
- Ability to deal effectively with members, stakeholders, elected officials, and the public
- Excellent verbal and written skills
- Professional appearance
- Consistent and reliable presence at work
- Strong and consistent ability to prioritize activities within specific time guidelines and to handle multiple tasks
- Applied knowledge of computer software including Microsoft Outlook, Word, PowerPoint, Adobe, and Excel. Ability to learn the Customer Relations Management (CRM) system
- Ability to use all required office equipment
- Some use of personal vehicle
- Ability to handle physical activity for extended periods of time such as computer work, keyboarding, telephone use, sitting and/or standing