

Membership Services Manager, United States Geospatial Intelligence Foundation

The United States Geospatial Intelligence Foundation (USGIF) is a 501c3 non-profit educational foundation. USGIF supports organizations and individuals who use geospatial intelligence (GEOINT) for national security, humanitarian aid, and other purposes. GEOINT is about better understanding human activity on Earth via the convergence of satellite and airborne imagery, location information, and data visualization and analysis.

The Membership Services Manager will serve an integral role on USGIF's Membership, Business Development, and Exhibitions team. Supporting both the organizational and individual membership programs, this position will be expected to manage services including onboarding, mailing of membership welcome kits, membership engagement & outreach, member/customer support, and membership renewals.

Duties & Responsibilities:

- Ensure a high level of customer service is provided to all USGIF members, both organizational and individual
- Respond thoughtfully to member inquiries & requests in a timely manner
- Manage invoicing & payments for 240 organizational members
- Manage a range of membership services to include welcoming & onboarding, engagement & outreach, general support, and renewal reminders
- Communicate regularly with members about benefits & events
- Liaise with USGIF's volunteer-led Committees and Working Groups to support their activities
- Analyze monthly membership statistics to impact overall strategy
- Provide on-site support at USGIF workshops, networking events, and USGIF's premier event, the annual GEOINT Symposium
- Represent USGIF at industry events & meetings

Position Qualifications:

- Bachelor's degree or higher
- Strong customer service skills with 3+ years of membership services experience
- Self-motivated, highly organized, and demonstrated attention to detail
- Excellent written, verbal, and interpersonal communication skills
- Ability to work independently and as part of a highly functional team
- Ability to multi-task and manage priorities
- Ability to learn new software applications
- Proficient in the use of Microsoft Office suite, specifically Outlook, Excel, and PowerPoint
- Experience with Customer Relationship Management (CRM) or Association Management System (AMS) software a plus (netFORUM Pro a huge plus)

- Experience with email marketing software a plus (Real Magnet/Higher Logic a huge plus)
- Familiarity with Adobe Photoshop and/or Illustrator a plus

Working Conditions:

- Work occasionally requires lifting boxes of marketing materials (~25 lbs.)
- Work occasionally requires setting up tradeshow backdrops
- Up to 1-3 weeks of travel per year

How to apply:

Please send your résumé and cover letter to Ronda Schrenk, USGIF VP of Programs, at ronda.schrenk@usgif.org by Jan. 18, 2019. No phone calls please.