



**Job Title:** Membership Manager

**Reports to:** Vice President of Operations

**FLSA Status:** Exempt

**Job Summary:** USGIF is seeking an enthusiastic, strategic and collaborative candidate to serve as the organization's membership manager. Reporting directly to Vice President of Operations, this individual will support and grow USGIF membership by utilizing proactive outreach skills, leveraging data to inform member and prospect engagement, being responsive to member/potential member inquiries and organizing dedicated member events and programs.

**Duties and Responsibilities:**

Serving as the membership manager, you will be responsible for all aspects of member services, from first point of contact to organizing outreach to engaging current members to helping formulate strategies to recruit and retain public, private, and academic sector members. You will also maintain the membership database, including tracking membership numbers, using key data points to inform programming, and coordinating with accounting on dues payment and renewals.

**Member Services**

- Serve as the organization's primary POC.
- Provide superior customer service to members and potential members and help to develop as well as implement best practices to efficiently process membership applications, monitor and report on membership data, manage new member onboarding, and assist with annual retention campaign, including preparation of dues invoices and collateral (member ROI reports).
- Monitor and report on key metrics related to membership growth and generate reports to inform member engagement strategy.

**Data Management**

- Maintain data integrity, collection, and optimization of USGIF's database (Altai).
- Responsibilities include adding new members, address corrections, researching prospects and dropped member's information, as well as leveraging this data to inform marketing and membership engagement.
- Serve as staff liaison with CRM vendor.

**Marketing and Communications**



- Partner with USGIF Marketing and Communications team to communicate membership value and benefits to current and prospective members via our website, email communications, member surveys, and ROI reports.

### **Event Planning**

- Plan and lead member prospect meetings.
- Work with entire USGIF team in the development of membership events (in-person and virtual).
- Work alongside events team at USGIF events (including set up, registration and other duties as assigned).

### **Outreach**

- Ensure that membership table is staffed at all applicable USGIF events.
- Coordinate and meet with USGIF members and potential members.
- Attend external events where current and potential members will be present.

### **Position Qualifications:**

- Bachelor or associate degree in Communications, Marketing, or similar area of study
- 2+ years of experience in member management, sales, or recruitment
- 2+ years experience in working with a CRM to track members
- Strong customer service orientation and a genuine appreciation for the contributions of members and volunteers.
- Proficiency with Microsoft Office tools (Outlook, Excel, Word, PowerPoint). Experience with design programs (Adobe), Cvent and Altai or willingness to learn a plus.
- Excellent verbal and written communication skills
- Creative problem solver with strong organizational skills, attention to detail, and ability to handle multiple projects.
- Self-motivated and highly energetic, with a personable and friendly disposition.
- Experience with QuickBooks or another accounting software is a plus.
- Experience specifically in the geospatial/defense and intelligence domain is a plus.
- Must be a US Citizen

### **Working Conditions:**

- Must be located in the DC metro area or St. Louis.
- Periodic attendance at local evening events
- Hybrid work schedule