



MEMBER PROGRAMS COORDINATOR

Please send cover letter and resume to: Mike Ralston, President; mralston@iowaabi.org
Application Deadline: May 20, 2022

POSITION SUMMARY

The Member Programs Coordinator is responsible for providing services to the membership; including responding to email inquiries, maintenance of all membership records, renewal and event tracking. The successful candidate will handle the day-to-day management of the association's cloud-based member database systems. This position also works with external and internal constituencies to promote ABI, its members and Iowa's business community.

ORGANIZATION OVERVIEW

The Iowa Association of Business and Industry (ABI) has been the voice of Iowa business since 1903. Its mission is to provide a strong, unified voice to business and industry on issues affecting Iowa employers. ABI is comprised of 1,500 member companies of all types and sizes in all 99 counties employing more than 330,000 Iowans. ABI's mission is to nurture a favorable business, economic, governmental and social climate within the state of Iowa so our citizens can have the opportunity to enjoy the highest quality of life.

DUTIES AND RESPONSIBILITIES

- Maintains accurate membership databases and program records. Creates membership trend and activity reports.
- Support the membership process: mail renewals, coordinates follow-up mailings and email notifications, conduct regular courtesy calls to members.
- Serve as first point of contact for member inquiries and requests.
- Provide assistance to individual members including processing of annual membership renewals, and certification tracking.
- Assist the Member Programs Director with registrations for ABI annual conferences and events.
- Conduct frequent quality control reviews of all membership information recorded in the Association's database.
- Conduct periodic process reviews of the Association's database and provide recommendations for improvements.
- Performs administrative tasks as assigned, including, but not limited to answer incoming calls, emails, and communications from members and prospective members.
- Support and further expand a robust grassroots program, including enhanced advocacy and political activities. Primary responsibilities include supporting the public policy team with existing grassroots and PAC programming to further educate and engage ABI members.
- Ensures policy resources and web content stay up to date, including the iavotes.com website and get out the vote messaging to members.



KNOWLEDGE, SKILLS AND ABILITIES

- A passion for ABI's mission and helping Iowa businesses and employees thrive.
- Energetic, flexible and collaborative team member.
- Exceptional attention to detail, with the ability to work on multiple projects simultaneously and in an effective and organized manner.
- Demonstrated proficiency with Microsoft® Office products and comfortable with technology.
- Outstanding written and verbal communication skills.
- Superior interpersonal skills; ability to interact with people in a friendly, professional manner.

In summary, this person will be a highly detailed and organized self-starter, with an interest in being an integral part of a small team and a supporter of Iowa companies.

EDUCATION AND PREVIOUS EXPERIENCE

A bachelor's degree or a combination of work experience and education with the requisite knowledge, skills and abilities will be considered. Individuals who have experience working with databases and attention to detail are encouraged to apply. A background and interest in association, foundation and/or non-profit work is helpful, but not required.

WORK SCHEDULE

Regular work hours (during non-event weeks): Mon-Fri, 8:00 a.m. - 5:00 p.m. Extra hours may be required at times to complete projects or in assist with larger events/programs.

SALARY AND BENEFITS

ABI offers a comprehensive benefits package for all full-time employees that includes health, dental, vision, disability, 401k and FSA. Salary is commensurate with experience.