

MEMBERSHIP SERVICES & OPERATIONS MANAGER

The Council for Quality Growth is a 37-year-old trade association representing the growth and development industry in the Atlanta region and throughout the State of Georgia. Our mission is to promote balanced and responsible growth while proactively representing a complex network of stakeholders and member interests.

The Membership Services & Operations Manager plays an integral role in delivering high value to our members. Additionally, as a member of a small team, this individual's management and coordination of operational activities is vital to the execution of Council programs, initiatives, and day to day office functionality. This role is ideal for someone who is self-motivated, highly organized, and has the aptitude to work as part of a strong team. Directly reports to the Vice President.

Job Responsibilities to Include:

Membership

- Coordinate with leadership to convert prospective new members
- Develop relationships with current members to increase engagement and responsiveness to Council programs and calls to action
- Prepare and issue monthly dues invoices and update the membership report as payments are received
- Respond to membership and benefits-related inquiries via phone and prompt e-mail responses
- Manage mailing and contact lists including: list pulls, board of directors' directory, mail merge and printing of renewal notices, acknowledgement letters, and prospective member materials.
- Serve as office administrator and maintain membership records in MemberZone CRM

Operations

- Post all incoming payments, prepare deposits, and work with the accounting team on reconciliation
- Proactively communicate with members and sponsors to ensure prompt collections
- Oversee all AP activities; input invoices, assist with contract renewals, and work with the accounting department to update organization budgets
- Serve as primary contact for multiple vendors and accounts, including property management, office technology and communications, and other operational vendors
- Troubleshoot and resolve problems affecting the office and staff's ability to perform normal duties
- Onboard new hires
- Maintain office and kitchen supply inventory
- Assist leadership on special projects as needed

Board of Directors & Executive Committee

- Coordinate Council's monthly Executive Committee meetings and quarterly Board of Director meetings; including sending and tracking meeting notices, catering and logistics, speaker coordination, and compiling meeting materials and taking meeting minutes.
- Serve as liaison for Board members, and with President & CEO, coordinate all Board communications

Events

- Assist Programs Team in the coordination and execution of all Council programs
- Coordinate QGI Educational credits when applicable

Knowledge, Abilities & Critical Skills Required:

- High professional and ethical standards, with a commitment to excellence and customer service
- Some sales experience preferred or experience in an association membership department
- Strong knowledge of software applications to deliver and enhance work products (Microsoft Office—Word, Excel, Power Point, Outlook, OneNote, and online database CRM systems.)
- Strong verbal and interpersonal communication skills so to comfortably interface with local, regional and national policy makers, as well as corporate executives and community leaders
- Must be a detail-oriented team player willing to work in a small, interconnected office environment maintaining a positive and constructive attitude
- Organized with a strong initiative in time management, work prioritization, and independent thinking with a prejudice toward quick action
- Ability to establish and maintain effective working relationships with vendors and build strategic partnerships with members, sponsors, and other organizations



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Education and Experience Requirements:

Bachelor's degree with major course work in communications, business, marketing or related areas required. At least two years professional experience in marketing, sales, finance, administration, trade organization programming, and event management preferred. Experience in growth and development industry a plus.

Compensation & Benefits:

Base salary commensurate with experience. The Council also provides a generous benefits package including medical, dental, vision, life insurance and 401(k) plan with employer matching. The Council for Quality Growth is located at 5901-C Peachtree Dunwoody Rd. Dedicated employee parking is provided.

Contact: Rebekah Anderson, Vice President

Submit resumes via email to: RA@councilforqualitygrowth.org