



## MEMBERSHIP SERVICES & OPERATIONS MANAGER

FULL-TIME POSITION

---

### Scope of Work

The Council for Quality Growth is a 39-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 Director, Membership & Marketing.

### Job Responsibilities to Include:

#### Membership:

- Serve as the primary point of contact for members; responding to all benefits-related inquiries promptly via phone and email; being the first resource for members as they navigate their membership with the Council
- Develop relationships with current members to increase engagement and responsiveness to Council programs and calls to action, keeping members informed of their benefits and opportunities to engage
- Maintain membership records in MemberZone CRM, which includes account set up/clean up, input of contact information, billing and invoicing, individual member access, communication preferences, etc. for all member accounts.
- Manage organization's mailing and contact lists including various communications lists, member representatives lists, Board directory, and more. Filter and sort through lists accordingly to execute various points of communication based on membership status, payments, etc.
- Upkeep of all membership materials, including making prospective member packets and preparing items for membership meetings and events.
- Prepare and issue membership invoices and oversee efforts to collect on membership revenues.
- Prepare and distribute weekly reports of membership revenues and outstanding collections to be received.

#### Operations:

- Serve as office administrator, responding to general phone calls and emails and/or directing them to the proper team member in the office for assistance
- 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 operations projects as needed

#### Board of Directors & Executive Committee:

- Serve as the liaison for all members of the Board of Directors, responsible for all Board communications, upkeep of contact information, meeting schedules, special event invitations, etc.
- Coordinate monthly Board & Executive Committee meetings; including sending meeting notices, tracking attendance, organizing catering and logistics, coordinating with speakers, compiling meeting materials, and taking meeting minutes.
- Oversee annual Board nomination and selection process as Board Members cycle through various and alternating terms and appointments.

### Events:

- Assist programs in the coordination and execution of all Council programs, primarily involved in greeting guests and distributing nametags on major events days.
- Coordinate QGI educational credits offered to event attendees when applicable
- Support other team members to coordinate in-office meetings/events as needed.

### **Knowledge, Abilities, and Skills Required**

The ideal candidate will have the following experience and skills:

- 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

### **Education/Experience Requirements:**

- Bachelor's degree with major course work in communications, business, marketing, or related areas required.
- 2+ years professional experience in a customer-facing role in marketing, sales, finance, administration, trade organization programming, and/or event management required.
- Experience with membership/trade associations or the growth and development industry is a plus.

### **Additional Requirements:**

All full-time positions are expected to abide the following requirements:

- This position reports in-person at the Council for Quality Growth office located in Sandy Springs.
- Attendance may be required at Council events that occur outside of normal office hours.
- Must have a personal vehicle and cell phone available for use.

### **Compensation & Benefits:**

Salary commensurate with experience, paid on regular bi-monthly payroll. The Council also provides a generous benefits package including paid time off, medical, dental, vision, life insurance, 401(k) plan with employer matching, and more. The Council also reimburses for work-related expenses, including the use of a personal vehicle and personal cell phone. Dedicated employee parking is provided. Professional development and training expenses may also be reimbursed with prior approval.

### **Contact**

Kathryn Jones, Director of Membership & Marketing

Submit resumes via email to: [kj@councilforqualitygrowth.org](mailto:kj@councilforqualitygrowth.org)