

## **Membership Manager, Izaak Walton League of America**

Are you an experienced membership professional who thrives in a fast-paced environment? Are you intrigued by an opportunity to help leverage new technology and database systems to modernize membership processing in a 40,000-member association? Do you have a personal interest in conservation and protecting the environment? If you do, then this position with the Izaak Walton League of America is for you.

Put your database skills right to work as the League modernizes and expands the capability of core membership systems. Manage the full suite of membership functions daily supporting our members and more than 200 community-based chapters nationwide. Play a critical role in ensuring the League can maximize dues revenue to advance our conservation mission.

This position offers a competitive, non-profit salary between \$48,000 and \$52,000 depending on experience and an excellent benefits package, including health care, retirement saving and generous leave and holidays. Remote work is possible, although the nature of this position requires a regular presence in the League's Gaithersburg, Maryland office.

### **About the Izaak Walton League of America**

The mission of the Izaak Walton League of America is to conserve, restore and promote the sustainable use and enjoyment of our natural resources, including soil, air, woods, waters and wildlife. Our members and staff combine hands-on conservation action, policy work with legislatures and resource agencies, and public education to pursue our conservation and outdoor recreation goals at the local, state and national levels. As a responsible voice representing outdoor recreationists, we occupy a special niche in the conservation community.

### **DUTIES AND RESPONSIBILITIES**

#### **1) Managing Membership Processing**

- Manage membership processing, including timely data entry of membership transactions.
- Coordinate the annual chapter member billing process, including oversight of the in-house production of first, second and third billings; printing renewal notices; organizing renewal packages by chapter; and shipping packages to chapters.
- In advance of the billing, engage chapters and divisions to ensure dues rates are updated and a valid membership officer is listed for each chapter prior to printing renewal notices.
- Reconcile chapter tally sheets and payments to accurately balance payments prior to updating membership records and report any financial discrepancies to the chapters.
- Prepare and balance the monthly division refunds and provide relevant information to the Accounting department for payment.
- Research/resolve the majority of membership-related questions received from chapters and individual members whether received by phone, email, mail or in-person.
- Fulfill requests for membership supplies and materials by mail, email or verbally.

#### **2) Database Management and Administration**

- Use the membership database on a daily basis to enter a wide range of information such as memberships, contact details and officer information. Extract data for reports and mailings and assist the Director of Member Programs in analysis of database information.
- Alert the Director of Member Programs to any potential problems with database functions and report errors and anomalies promptly.
- Prepare regular reports regarding membership, payments from chapters/members, membership details and other special reports or output as requested (magazine mailing files, as an example).

#### **3) Organizational Support in General**

- Serve as back-up for donation data entry at high-volume time periods.
- Provide direct support to the Director of Member Programs on a variety of tasks as required.

- Work with Chapter Relations on the annual officer reporting process.
- Serve as backup for handling incoming and outgoing mail and sales orders.
- Manage the delegate registrations for the annual convention including verifying eligibility of submitted delegates and preparing voting materials.
- Train/supervise temporary employees/volunteers assisting with membership operations.
- Attend the annual national convention and directly support registration, sales and any other convention-related tasks commonly performed by on-site staff.

## **QUALIFICATIONS**

- Associate's degree and minimum of three to four years of prior training in, knowledge of and experience with membership/customer service operations is required.
- Demonstrated experience working in membership/customer service operations and with the financial/quality controls necessary to accurately reconcile member records and payments.
- Demonstrated experience utilizing membership database(s) to enter, extract and analyze membership, financial and other information.
- Proficiency with the Microsoft suite of programs, merge-printing and basic operations of common business machines, including postage meters.
- Excellent verbal and written communication skills.
- Attention to detail and ability to work independently to complete tasks.
- Proven skills in basic math and accounting relative to membership dues and payment processing.
- Excellent problem-solving and time management skills, and the ability to multi-task in a fast-paced environment.
- Positive, team player with ability and willingness to work with a wide range of people, including League members, Board members, volunteers and staff.

## **How to Apply:**

Email cover letter and resume – specifically detailing your membership and customer service experience – to Mary Rubin, Director of Member Programs, at [maryr@iwla.org](mailto:maryr@iwla.org). Apply no later than May 31, 2023.

No phone calls please.

The Izaak Walton League of America is an equal opportunity employer.