



**INSPIRED LEADERS
SHAPING CITIES**

INTERNATIONAL DOWNTOWN ASSOCIATION
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WASHINGTON, DC 20006
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International Downtown Association

JOB TITLE: Database & Membership Coordinator
LOCATION: Washington, DC
REPORTS TO: Director of Membership & Marketing
POSITION STATUS: Full-Time Exempt
PREPARED BY: Allison Shashok
APPROVED BY: David Downey
DATE OF REVISION: 2/24/2020

BASIC FUNCTION SUMMARY:

The International Downtown Association (IDA) seeks an experienced professional to serve as Database & Membership Coordinator. This is an early career, hands-on, position that requires excellent customer service and database skills, attention to detail and a strong work ethic. Knowledge and experience maintaining databases is required. The Database & Membership Coordinator is responsible for daily interaction with IDA members and staff. This includes handling membership inquiries, managing the membership database, troubleshooting database issues and providing data entry.

ESSENTIAL DUTIES & RESPONSIBILITIES

DATABASE MANAGEMENT:

- Responsible for maintaining the integrity and accuracy of IDA's member database (Impexium) including membership, Board and committee/taskforce/workgroup participation.
- Maintains database to ensure accurate, complete and reliable information, while finding innovative ways to utilize the database to serve the organization's needs.
- Ensures accurate entry of all membership information, including new member records and renewals.
- Oversees database maintenance of membership files including all new, renewals, cancellations, prospective, duplications and changes.
- Conducts annual membership audit to ensure member profile accuracy. Includes data reporting as needed for all membership types.
- Supports the generation of renewal reports and renewal invoices.
- Monitors and reviews IDEA Connection (Higher Logic) as it relates to member information and ensures information is current, suggesting edits as deemed necessary. Assists with log-in issues.
- Reports any inconsistencies with database management and member experiences by performing regularly scheduled review of IDA's processes to ensure they reflect the needs of users and enhances member experience.

- Creates, customizes and updates reports and administrative documentation relevant to membership and the database.
- Work closely with the IDA's Technology team to implement improvements to the membership database.
- Willingness and aptitude to become proficient in report, query and dashboard creation using the IDA Membership Database.

MEMBERSHIP:

- Handles all member inquiries regarding username and password (for integrated online communication/collaboration platform), account status and dues balance, benefits and services available to members and general IDA questions. Demonstrates a high level of customer service and responsiveness within the membership department.
- Regularly communicates with members to ensure accurate member records.
- Enters new member data, updates existing records, and seeks to actively improve individual data records.
- Provide staff team with member services coordination including event registration, product sales and other transactions rooted in the AMS, including keeping SharePoint links up to date.
- Assist members in accessing and understanding various benefits.
- Supports staff liaisons with committees as needed.

GENERAL:

- Assists with member administration as assigned (i.e., providing committee and Board meeting support, coordinating conference calls, following up on action items, and recording minutes).
- Assist with membership tracking, clerical projects and other duties as assigned.

QUALIFICATIONS:

- Excellent customer service skills and attitude.
- Strong verbal and written communication skills.
- Ability and willingness to learn new skills and systems.
- Ability to manage and prioritize multiple work assignments and accomplish projects with little supervision.
- Ability to work independently but function as part of a small, strong team, maintaining a positive and constructive attitude.
- Proficient using the latest versions of Microsoft Word, Excel, PowerPoint, email and web searches, and database management systems.
- Knowledge of customer relationship management (CRM) systems and association management software (AMS) (Impexium a plus).

EDUCATION:

Bachelor's degree in Business Administration, Public Administration, Marketing, Communications or related field or equivalent experience. (2) years experience in database management, preferably in an association or non-profit environment.

TRAVEL: Typically once per year

WORK LOCATION: One location

SUPERVISORY RESPONSIBILITIES: N/A

INTERNAL RELATIONSHIPS: IDA Staff

EXTERNAL RELATIONSHIPS: IDA Committees, members, staff of urban place management organizations and industry partners.

BENEFITS:

- Health insurance
- Dental insurance
- Vision insurance
- Retirement plan
- Paid time off
- Flexible schedule
- Parental leave
- Professional development assistance

THIS COMPANY DESCRIBES ITS CULTURE AS:

- Innovative: innovative and risk-taking
- Strategic: direct line responsibility to 5-year plan
- Outcome-oriented: results-focused with strong performance culture
- Team-oriented: interdependent, cooperative and collaborative

ABOUT IDA:

The International Downtown Association (IDA) is the premier organization for urban place professionals who are shaping and activating dynamic city center districts. Our members are downtown champions who bring urban centers to life, bridging the gap between the public and private sectors. We represent an industry of more than 2,500 place management organizations, employing 100,000 people throughout North America and growing rapidly around the world. Founded in 1954, IDA is a resource center for ideas and innovative best practices in urban place management.