



**INSPIRED LEADERS
SHAPING CITIES**

INTERNATIONAL DOWNTOWN ASSOCIATION
1275 K STREET NW, SUITE 1000
WASHINGTON, DC 20005
202.393.6801 | DOWNTOWN.ORG

International Downtown Association

JOB TITLE: Membership Service 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: 1/04/2022

BASIC FUNCTION SUMMARY:

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

ESSENTIAL DUTIES & RESPONSIBILITIES:

- 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.
- Assist members in accessing and understanding various benefits.
- Regularly communicates with members to ensure accurate member records.
- Enters new member data, updates existing records, and seeks to actively improve individual data records.
- Assist members in accessing and understanding various benefits.
- Generates renewal reports and renewal invoices.
- 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.
- 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.
- Creates, customizes and updates reports and administrative documentation relevant to membership and the database.
- Willingness and aptitude to become proficient in running and customizing queries using the IDA Membership Database.
- Supports staff liaisons with committees as needed.
- Responsible for maintaining accuracy of IDA's member database (Impexium) including membership, Board and committee/taskforce/workgroup participation.

- Ensures accurate entry of all membership information, including new member records, renewals, cancellations, prospective and duplications.
- 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.
- All 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, SharePoint, email and web searches, and database management systems (Impexium a plus).

EDUCATION: Bachelor's degree in Business Administration, Public Administration, Marketing, Communications or related field or equivalent experience in lieu of degree. One year experience in database management, preferably in an association or non-profit environment.

WORK LOCATION: IDA's office is located in downtown Washington, DC. We offer a hybrid work model with flexibility for work-from-home.

TRAVEL: Typically once per year.

SUPERVISORY RESPONSIBILITIES: N/A

INTERNAL RELATIONSHIPS: IDA Staff

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

SALARY: \$45,000-\$55,000 per year and comprehensive benefits package.

COVID-19 PRECAUTIONS: IDA employees are required to be fully vaccinated or obtain a formal religious or medical exemption. In office health protocols for employees with exemptions include regular testing and wearing of a qualified mask as determined by IDA.

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

To be considered for this position, please email a copy of your resume, a cover letter, and salary history to: allison@downtown.org.

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.