



Membership and Development Coordinator

Under the direct supervision of the Chief Executive Officer, the Membership and Development Coordinator oversees the recruitment, retention, tracking and reporting of DCBIA's annual membership and sponsorship programs. The Coordinator will carry out a range of activities including data management and website updates, production of invoices, acknowledgement letters, management of the membership drives and appeals, generation of mailing lists and reports, and direct contact with DCBIA members and members-to-be. The Coordinator also provides administrative support and performs accounts payable and receivable functions.

Essential Functions/Major Responsibilities

- Provide a high level of service to foster strong relationships with members, potential members and sponsors.
- Coordinate membership drives and renewals, special appeals, including preparing and distributing appeal letters/packets, overseeing production of mailing lists, and preparing all gift acknowledgement letters.
- Manage the membership database and website, including overseeing all member accounts, data updates, entry, imports and exports, cleanup, tracking, and reports.
- Maintain strong working relationship with DCBIA Membership Committee and serve as staff liaison
- Compile, analyze, and provide reports on membership composition and trends for staff members, the Membership Committee, and the Board.
- Maintain filing system and accurate records
- Issue and track all DCBIA invoices and payments for memberships and sponsorships
- Process all accounts payable for CEO's approval
- Assist with event registration by providing a high degree of customer service on the phone, in person, via email, and on-site.
- Other duties as assigned by the CEO.

Required Skills, Knowledge, and Abilities

- Exceptional customer service.
- A high level of individual initiative and creativity.
- The ability to work with limited supervision and successfully within a team.

- Attention to detail, high standards, and a passion for accuracy, especially error-free data entry and writing.
- Clear and accurate writing, editing, and verbal communication.
- The ability to maintain strict confidentiality of donor and organization information.
- A strong working knowledge and experience using CRM systems and creating associated data queries, reports, templates, and forms.
- Excellent skills in word processing and spreadsheet management using MS Word and Excel.
- Familiarity with nonprofit fundraising and membership best practices, tools, and techniques.
- A genuine interest in keeping abreast of trends in nonprofit fundraising and membership tools and techniques.
- Strong analytical and organizational skills.
- The ability to meet daily, weekly and monthly deadlines consistently.

Competencies

1. Technical capacity (degree of digital literacy in addition to office equipment and software proficiency – Word, Excel, PPT, QuickBooks and CRM software skills preferred).
2. Accounts receivable and payable experience.
3. Personal accountability and willingness to learn.
4. Thoroughness and accuracy.
5. Collaboration Skills.
6. Oral and written communication proficiency.
7. Flexibility in scheduling.

Required Education and Experience

A Bachelor's Degree in a specialized field, such as business administration, accounting, marketing, Information Technology, etc., plus 5 years related experience and/or training. Or equivalent combination of work experience.

Type and Expected Hours of Work

This is a full-time position and telework will not be available. Days and hours of work are Monday through Friday, 8:30 a.m. to 5 p.m. Some early morning and evening hours are required for special events.