

## **Member Relations Duties and Responsibilities**

The Gateway to Dreams Mission is to give every person the opportunity to explore, be supported in and actualize his or her personal or professional dreams through the encouragement, support and promotion of each member. The Member Relations position plays a critical role not only in our success, but that of our members.

The Member Relations responsibilities include, but are not limited to, generating prospective membership and sponsorship leads, developing and maintaining membership recruitment and retention programs, creating required membership reports, developing volunteer recruitment programs and providing volunteer support.

### **Duties and Responsibilities:**

- Update membership database and monthly membership reports for G2D Exec. Director and board.
- Generate member and sponsorship prospect leads through a variety of sources including follow-up to guests attending G2D meetings; referrals, internet, etc.
- Develop and organize member prospect spreadsheets, complete with key contacts, to ensure timely and effective follow-up. Follow-up with prospects to secure memberships and sponsorships.
- Serve as the G2D Liaison for the New Member Committee. Helping to identify and develop new member recruitment and retention materials. Ensure new members receive entitled benefits in a timely manner (certificate, Branding clinic, books, information on space rental, etc.)
- Provide support for G2D events, as needed. This may require some evening or weekend hours.
- Develop volunteer recruitment and engagement policies and procedures.
- Assist volunteers as needed to ensure they have a successful volunteer experience.
- Ensure all members and visitors feel welcome and are given responsive and courteous support as needed.
- Other duties as assigned

### **Qualifications:**

- Strong verbal and written English skills
- Strong problem solving skills with strength based (positive) approach
- Highly organized with ability to meet tight deadlines and organize processes and people
- Detail oriented
- Strong in technology skills (website, social media, membership software)
- Completed studies in communications, business, marketing or related fields
- Some work experience in communications, public relations or customer service
- Experience with membership organizations preferred
- Comfortable working in a collaborative team environment
- Proficient with Microsoft Word, outlook, Excel and PowerPoint.
- Self-motivated, energetic learner with a kind heart

### **Hours and Compensation**

As a new position, we expect this position to start at 16 hours per week and our goal is for the role (and hours) to grow as the organization continues to thrive and grow. Compensation will start at \$9 per hour, with the opportunity to increase compensation and earn pro-rated vacation time.

### **Start Date**

As soon as possible.