

**Job Title: Member Services Coordinator**

Posted March 4, 2016

**About the League of American Bicyclists**

We believe bicycling brings people together. When more people ride bikes:

- Life is better for everyone;
- Communities are safer, stronger and better connected;
- Our nation is healthier, economically stronger, environmentally cleaner and more energy independent.

To create a more Bicycle Friendly America for everyone, local organizations, volunteers and members are the foundation for our success. Our job is to create tools that fuel local success.

As the oldest bicycle advocacy organization in America, we have proud traditions to build on. But we also have ambitious plans for the future under the leadership of our new Executive Director.

**Who We Are Looking For**

We want to provide outstanding service to our members and partners. Successful candidates will love working with people and be very well organized, will cheerfully take on their everyday tasks but will also think about ways to improve our systems and procedures.

This position requires general knowledge of business procedures, strong written and verbal communication skills, and a willingness to adapt and learn. A successful candidate will have a history of success working both independently and as part of a team and a proven ability to collaborate and work successfully with multiple constituents. Experience working in a local bicycle organization is a plus.

People who enjoy riding a bike ride slow or fast, ride everyday or much more seldom, have no idea how many miles they rode or keep track to the tenth of a mile, avoid hills or seek them out. Our staff don't fit one bike riding profile – what we share is a commitment to creating a Bicycle Friendly America for everyone.

**Reporting Relationships and Work Environment**

This position reports to the Program Director but will work closely with the Education Director, the Bicycle Friendly America team, and the Membership Director.

**Duties and Responsibilities**

The Member Services Coordinator has the core responsibilities of:

- Learning and demonstrating knowledge of the essential aspects of League programs, policies, and procedures internally and externally
- Answering membership and program related requests for information via phone and email
- Assisting program staff with day-to-day program management
- Coordinating educational event set-up and day-to-day communication with instructors and students

- Assist League Cycling Instructor candidates with the certification process
- Participating in the delivery of products, services, and educational events
- Communicating in a friendly and a positive manner so members and partners feel included, well-informed, and served by the organization
- Following proper procedures for all business transactions like invoicing and payment processing
- Promoting membership enrollment and program engagement

### **Qualifications**

Ideal candidates will have the following skills and experience:

- At least one year of customer/member service experience, especially by phone and email
- Interest, understanding, commitment and ability to communicate the mission and programs of the League effectively
- Great social skills and ability to answer questions in a helpful and positive way
- Self-driven, ability to work with little supervision
- Experience with Salesforce or another member/customer relationship management system
- Ability to find more efficient ways of accomplishing tasks
- Experience with analyzing member/customer data is a plus
- Experience with Microsoft Office
- Experience booking meetings or arranging member/customer events, invitations to events

This position is based in Washington, DC but can be located remotely in a location of the applicant's choosing. This position involves occasional work in the evening and on weekends.

Compensation: \$35,000 to \$40,000, commensurate on experience

Benefits: Include health and dental, disability and retirement

Start Date: As soon as April 1, 2016

### **Application Instructions**

Please send a resume and a letter describing why you want to work for the League to Program Director Bill Nesper at [billnesper@bikeleague.org](mailto:billnesper@bikeleague.org). Preference will be given to applications received by March 15, 2016.

*The League of American Bicyclists is committed to providing equal employment opportunity for all persons regardless of race, color, religion, national origin, marital status, political affiliation, sexual orientation or gender identity, disability, sex or age.*