



Job Title: Membership & Program Assistant

Posted - June 16, 2021

Who We Are Looking For

We are looking for a Membership and Program Assistant with strong customer service skills, attention to detail, and a commitment to creating a more bicycle-friendly America for everyone.

The Membership and Program Assistant will engage with and support the League's incredible network of members and supporters and provide support to operate and grow the League's core programs including [Bicycle Friendly America](#) (BFA), [Education](#), [Advocacy](#), the [National Bike Summit](#), and the [Active Transportation Leadership Institute](#). The Membership and Program Assistant will serve as the first-point-of-contact for [League members](#) and the general public looking for related resources and information about the League's work. Specific responsibilities will involve a variety of web-based tools including online communities, databases, content management systems, and surveys, as well as extensive work in Microsoft Office Suite, Google Suite, Salesforce, and Adobe software.

Responsibilities

The Membership and Program Assistant will support League membership and program staff with a variety of tasks and responsibilities across membership and programs, including:

- Respond to phone, email, and online messaging questions from League members, program contacts, and the general public
- Maintain accurate and up-to-date account and contact details for all members, member advocacy organizations, and clubs, BFA applicants and awardees, League Cycling Instructors and Smart Cycling students, and subscribers in the League's customer relationship management software, Salesforce
- Processing and fulfillment of store orders, member donations, and event registrations
- Inventory management of the League's promotional materials
- Support program staff in projects to improve data collection, engagement, list pulls, and list management
- Correspond with BFA applicants including renewal reminders, application assistance, and distributing feedback materials
- Provide assistance to the Smart Cycling education program and National Bike Summit on event/training set-up and support
- Offer additional day-to-day program support to help operate and grow the League's programs, including behind-the-scenes work in a variety of online systems and tools.

Qualifications

- Strong attention to detail
- Excellent customer service, written, and verbal communication skills
- Experience with Microsoft Office Suite, in particular Excel
- Experience with content management systems and databases

- Experience with Salesforce or similar CRM software a plus
- Ability to learn new software and computer-based skills and tools
- Quick and reliable research, writing, and editing skills
- Ability to work independently
- Ability to lift 30 lbs
- Problem solving/analysis
- Enthusiasm for the League's mission to create a more Bicycle Friendly America for everyone and desire to help others do this work at the local level

Reporting Relationships, Compensation, and Benefits

This position is based in the League's Washington, DC office. The Membership and Program Assistant reports to the Director of Membership and Development and will work closely with the BFA, Education and Policy directors.

The expected salary range is \$35,000-\$42,000 annually

Benefits include: employer covered health/dental/vision insurance up to 80% of premiums; 100% employer covered life insurance, short-term and long-term disability insurance; vacation, sick, and personal leave; a 403(b) retirement plan including employer match; and a fun working environment with committed colleagues.

Hours: Full-Time (40 hours/week)

Location: Temporarily remote/hybrid in office, Washington, DC (near Farragut Square)

Application Instructions

Please email a cover letter and resume to jobs@bikeleague.org with *Membership and Program Assistant* in the subject line.

Position available immediately. Applications accepted until the position is filled.

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, advocates, and members are the foundation for our success. Our job is to create tools that fuel local success, build a strong network of change-makers, and represent bicyclists on Capitol Hill to ensure more resources and better policies that will make bicycling safer, more comfortable, and open to all.

The League of American Bicyclists is an equal opportunity employer and values diversity. We celebrate diversity and do not discriminate based on race, religion, color, national origin, sex, sexual orientation, gender identity or expression, age, veteran status, disability status, or any other applicable characteristics protected by law. All employment is decided on the basis of qualifications, merit and business need.