



Job Title: Membership Coordinator

Posted - January 4, 2024

Who We Are Looking For

We at the League are dedicated to providing outstanding service to our members and partners. We are looking for a Membership Coordinator who is passionate about member engagement, has great customer service skills, is well organized and excited to develop their fundraising skills, and take on everyday membership tasks while creatively thinking of ways to improve systems and procedures.

The Membership Coordinator 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. This position requires general knowledge of business procedures, good 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. Specific responsibilities will involve a variety of web-based tools including online communities, databases, and extensive work in Microsoft Office Suite, Google Suite, Salesforce, and Adobe software.

Responsibilities

The Membership Coordinator 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 and supporters as well as the general public
- Maintain accurate and up-to-date gift and contact details for members, organizations, program participants, and subscribers in the League's customer relationship management software, Salesforce
- Help manage the annual giving cycle of League members and donors, coordinating acknowledgement, fulfillment and renewal processes and assisting in membership campaigns
- Represent the League at a limited number of in-person engagements, inviting participants to support the League and our advocacy initiatives
- Coordinate the League's merchandise program, developing new products, selling and fulfilling them through our online store
- Inventory management of the League's promotional materials
- Provide assistance for the National Bike Summit at event and other 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.
- Interest and/or experience in creating strong appeals for financial support

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
- A creative eye for new and emerging cycling apparel and accessories
- 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 Coordinator reports to the Director of Membership and Development and will work closely with program leaders and communications team members

The expected salary range is \$45,000-\$55,000 annually, commensurate with experience.

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: In-office with flexible remote working days
Washington, DC (near Farragut Square)

Application Instructions

Please email a cover letter and resume to jobs@bikeleague.org with *Membership Coordinator* 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.