



Title	<i>Residential Membership Coordinator</i>
Department	Member Services
Reports to	ARCSI Program Manager
Location	Rosemont, IL or Westerville, OH
Hours	<i>8:00 am – 4:00 pm</i>

Job purpose

The Residential Membership Coordinator provides administrative support to ARCSI, a division of ISSA and all of its membership needs. This position is responsible for providing general support to Vice President Divisions, Marketing & IT/ ARCSI Project Manager and staff in an effort to grow residential cleaner membership. The coordinator position will also provide administrative support as needed for education, training, member services, meetings, and product sales. The coordinator will also provide customer service to members and prospective members.

Duties and Responsibilities

- Performs administrative tasks as assigned, including, but not limited to answer incoming calls, emails, and communications from members and prospective members.
- Generate membership renewals and new memberships through phone campaign, direct mailings, referrals, etc.
- Supports the membership renewal cycle: mails renewal packages; coordinates follow-up mailings and email notifications.
- Conduct regular courtesies calls to new and existing members.
- Prepares prospect material for recruitment of new members and coordinate mailings.
- Provides administrative support for ISSA Residential Cleaning Council and various committees.
- Provides education and event support.
- Responds to inquiries from members and nonmembers on association activities and programs.
- Updates and maintains member records; research and identifies prospective members.
- Other duties as assigned.

Qualifications

- Bachelor's degree preferred or equivalent work experience.
- Work experience coordinating membership or meetings activities is a plus.
- Strong verbal and written communication skills.
- Ability to interact well with colleagues, members, and external contacts.
- Ability to work well under pressure, in addition to managing multiple priorities.
- Proficiency in Microsoft Office applications required (Word, Excel, PowerPoint).
- Knowledge of membership database programs a plus.

Working conditions

This position will require working standard business hours, sitting for extended periods of time, standing, and some minor lifting. This position may be required to attend annual trade show for a week which will consist of travel and overnight stay.

Direct reports

No direct reports.

ISSA is an equal employment opportunity company.