

**Job Title:** Membership  
Senior Coordinator

**Description Type:**  New  Revised

**Department:** Membership

**Reporting Relationship:**

**Reports to (Title):** Membership Manager

**List of direct reports (by Title):**  Applicable  Not Applicable

**Position Summary:**

The membership coordinator supports membership efforts for Zonta International by providing affiliate relations services to our clubs, supporting members, and volunteer leaders from around the world. This includes email communication, database administration, payment processing, report management and membership programs.

**Essential Job Duties and Responsibilities**

**Membership Database Tracking and Maintenance:**

- Affiliate relations services for an international customer base.
- Account management for clubs and individuals in iMIS database.
- Own several membership processes, i.e., monthly membership statistics; new club and student club charters; club disbandments.
- Process international dues payments and handle related communications with clubs and members.
- Provide reports for all departments as well as departmental reports to the international board.
- Support the membership recognition program and awards.
- Handle several financial processes, i.e., daily bank downloads, iMIS batch creation and posting, and currency exchange calculations.

**Communications:**

- Provide support as the in-office partner to the Membership Manager.
- Serve as a designated service representative for assigned districts and regions.
- Support the 'member only' section of Zonta.org and the mobile application.
- Support membership initiatives, i.e., host bi-monthly new member orientations.
- Support the review and updates of website pages, forms, presentations, and resources.
- Create and edit letters, certificates, and forms.

**Other:**

- Serve as staff liaison to the young talents committee.
- Annual mailings, board meeting preparation and assistance, and convention support.
- Mailing and other clerical support for the department including management of supplies.
- Answer general telephone line.
- Other projects as assigned by the Membership Manager.

**Closing Statement:**

This position requires a highly detailed individual with a heart for customer service. They must also be flexible in their approach to work as priorities can change on a daily basis.

**Qualifications:**

- Associate's degree or commensurate work experience required.
- Demonstrated competence in a data entry role.
- Demonstrated customer service experience.
- Excellent written and verbal communication skills.
- Excellent organizational skills and attention to detail.
- Non-profit experience a plus.
- Proficiency in Microsoft Word and Excel.
- Ability to work independently.
- Ability to maintain confidentiality.
- Ability to communicate effectively with members and volunteer leaders from various cultures and regions.
- Second language a plus.

**Working Conditions/Physical Requirements:**

- Ability to lift 30 lbs.
- Occasional evening and weekend hours necessary to support committee and volunteer meetings and member engagement events. Frequency will vary as it depends on the organization's needs.