

Manager, Membership

Position: Manager, Membership
Reports to: Senior Vice President, Membership Services & Engagement

Position Summary:

The American Hotel and Lodging is seeking a Member Manager to be responsible for acquiring, engaging, and renewing hotel owner and management company members into AHLA (American Hotel & Lodging Association) membership. The manager will be tasked with developing relationships with executives and key stakeholders within the member organization and is expected to reinforce AHLA's value proposition to their accounts. The successful candidate will ensure members receive AHLA communications, access AHLA resources, are appropriately engaged, participate on committees, and attend AHLA events.

Responsibilities:

- Proactively reach out to member prospects and provide compelling rationale to join AHLA.
- Actively manage relationships to preserve AHLA's membership base by encouraging member engagement and increasing overall member satisfaction resulting in retention and member renewals.
- Maintain – and improve where necessary – current member relationships and grow the relationship tree within each member company (specifically high value and strategic members) via committee involvement and advocacy support, etc.
- Support new member on-boarding and engagement efforts by developing and refining messaging and reporting back to staff and leadership.
- Identify areas of member interest/need and align them appropriately with AHLA resources, events, committees, and communications.
- Connect and collaborate with other staff and leadership to enhance member engagement and relationships.
- Work with other departments to identify opportunities for the development of new member benefits, member recruitment and retention, and engagement in all AHLA programs and services.
- Keep abreast of - and test - trends and innovations and best practices in membership strategies and introduce creative ways to attract and engage members with diverse needs.
- Facilitate corporate member participation in other key initiatives that drive value and revenue opportunities i.e. trainings and certifications.
- Represent membership department at member company events and industry conferences.
- Regularly update member information in AHLA's Salesforce system and be able to produce regular reporting for SVP and SEVP & COO (Chief Operating Officer).
- Other duties as required.

Education and Experience:

- Bachelor's Degree required.
- 3 - 5 years of account/relationship management experience preferred.
- Knowledge and or experience in the hospitality industry is preferred.
- Demonstrated ability to effectively plan, organize, and manage complex projects with limited supervision.

Skills and Attributes:

- Experienced computer and software knowledge, including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), and Salesforce preferred.
- Excellent oral and written communication skills
- Team player with a high level of professionalism, self-motivation, and position attitude.
- Detail oriented individual with exceptional organizational and time management skills.
- Customer service focused
- Comfortable speaking with executives with strong presentation skills

Other:

- Position located in Washington, DC area.
- Moderate travel required.
- Hybrid - 3 days in office (Mon-Wed. or Tue-Thurs.).

Interested applicants can apply by sending their cover letter and resume to hr@ahla.com.

AHLA is an equal opportunity employer. We encourage you to apply even if your experience is not a 100% match with the position. We are looking for someone with relevant skills and experience, not a checklist that exactly matches the job description. We want to help you grow and in return, you help us grow into a stronger, more inclusive organization. We celebrate diversity and are committed to creating an inclusive environment for all employees.

EOE