

Manager, Membership Database

Position Title: Manager, Membership Database

Reports to: Senior Director – Business Intelligence & Analytics

Position Summary:

The American Hotel & Lodging Association is seeking a Membership Database Manager to be responsible for supporting the Senior Director – Business Intelligence & Analytics in maintaining our database, on the Nimble platform which is built on top of Salesforce. The manager will assist in sourcing and updating membership information, pulling reports, uploading data, and answering general questions related to information available in the database.

Responsibilities:

- Update records in the Nimble (Salesforce) database, both individually, and as part of targeted, strategic, update projects
- Create and run actionable Hygiene reports in the Nimble (Salesforce) database
- Maintain and create reports, list views, and dashboards in the Nimble (Salesforce) database
- Manage Association Independent Property Member rosters by coordinating with membership contacts at Associations and making updates in Nimble (Salesforce)
- Distribute quarterly invoices for Independent Property members to Associations and track outstanding invoices
- Other duties as assigned.

Education and Experience:

- Bachelor's degree or relevant experience
- 2 years CRM experience (Salesforce/Nimble preferred); or a combination of education and experience

Skills and Attributes:

- Experienced computer and software knowledge, including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Nimble, Salesforce
- Excellent oral and written communication skills; team player with a high level of professionalism, self-motivation, and position attitude.
- The ability to source, analyze, and report on data
- Dynamic problem-solving skills
- Detail-oriented individual with exceptional organizational and time management skills.

Other:

- Position located in Washington, DC area.
- 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