

Member Coordinator



Will be responsible for supporting the membership team, specifically the Member Manager, in creating and strengthening relationships with key AHLA members. The coordinator will assist in updating member data and information for member profile documents and in AHLA's CRM system. Coordinator will assist in reconciling property lists, generating and sending invoices and will assist in completing member profiles and member retention reporting.

Responsibilities:

- Assist the membership team in building current member relationships and growing the relationship tree of each member company (specifically key members) by encouraging involvement in committees and attendance at AHLA events.
- Assist Member Manager with aligning the interests of current members appropriately with AHLA events, committees and communications
- Assisting member manager and industry relations team with billing and invoicing
- Account data management including updating member profile documents and member records within the CRM system
- Fielding inquiries from members regarding member account needs
- Conduct concierge calls to key members to ensure engagement from AHLA
- Reporting on member data and retention figures
- Other duties as assigned

Education and Experience:

- Bachelor's degree
- two years of account / relationship support / coordination experience; or combination of education and experience.
- Knowledge and or experience in the hospitality industry is preferred

Skills and Attributes:

- Experienced computer and software knowledge, including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), and CRM systems (Nimble, Salesforce).
- 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

Other:

- Position is non-exempt and based in Washington DC
- Travel is not required

To apply, send cover letter and resume to HR@AHLA.com