

## Member Manager



Will be responsible for creating and strengthening relationships with key AHLA members. The manager will be tasked with developing relationships with several executives within in the member's organization and will create and maintain relationship profiles for each member. The manager will be expected to reinforce AHLA's value proposition to his/her assigned members and will be expected to ensure members are receiving AHLA communications and are appropriately participating on committees and attending AHLA events.

### Responsibilities:

- Focusing on relationship management and protecting AHLA's membership base by encouraging member engagement and increasing overall member satisfaction resulting in retention and member renewals
- Building current member relationships and growing the relationship tree within each member company (specifically key members) via committee involvement and advocacy needs etc.
- Identifying areas of member interest/need and aligning them appropriately with AHLA events, committees and communications
- Connect and collaborate with the GA and MarCom team to enhance member relationships
- Facilitating corporate members participating in other key initiatives that drive value and revenue opportunities i.e. trainings and cost-free college
- Creating and maintaining status reports and member profile documents for each member and regularly presenting reports and read-outs to the VP, Member Engagement, EVP & COO
- Regularly updating member information in AHLA's CRM system
- Other duties as required

### Education and Experience:

- Bachelor's Degree
- 4-5 years of account / relationship management 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 iMIS and or 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 in public with strong presentation skills
- Position based in the Washington DC
- 25% travel required

**To apply, send cover letter and resume to [HR@AHLA.com](mailto:HR@AHLA.com)**