

Member & Operations Coordinator



Will be responsible for supporting the Membership and Operations team in creating and strengthening relationships with key AHLA members and staff. Will provide administrative assistance such as updating and maintaining accurate data in the appropriate systems; drafting correspondence; generating and approving invoices. Will work with the Office Logistics Specialist and HR to support office and administrative initiatives.

Responsibilities:

Membership:

- 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 event, committees and communications.
- Assist in the renewals process by ensuring member property lists in AHLA's CRM system are accurate and up to date. Will generate and distribute invoices.
- Assist member manager and industry relations team with billing and invoicing.
- Account data management, update member profile documents and within the CRM system.
- Field inquiries from members regarding member account needs.
- Conduct concierge calls to key members to ensure engagement from AHLA.
- Report on member data and retention figures.

Operations

- Responsible for monitoring messages and inquiries that come into AHLA's main phone line, website, email, etc. Ensure messages are forwarded to the appropriate staff member to resolve.
- Serve as back-up to the Office Logistics Specialist.
- Assist the HR Leader with routine tasks supporting AHLA's people and talent management processes.
- Provide coverage, from time to time, for front desk at AHLA office.

Education and Experience:

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

Qualifications:

- Experienced computer and software knowledge, including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Nimble, Salesforce or similar CRM system.
- Excellent oral and written communication skills; team player with a high level of professionalism, self-motivation, and position attitude.
- Ability to learn quickly and positive attitude. Customer service focused.
- Detail-oriented individual with exceptional organizational and time management skills with the ability to multi-task and prioritize work assignments.
- Enjoy working in a fun, fast-paced, entrepreneurial environment and an ability to work both independently and collaboratively across the organization.

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