



## Membership Database Coordinator

Will support the Membership Director and the association in maintaining AHLA's Customer Relationship Management (CRM) system. Will assist in various activities such as sourcing and updating membership information in the CRM, pulling queries, and answering general questions related to information available in the CRM.

### Responsibilities:

- Update records in the CRM, both individually, and as part of targeted, strategic, update projects.
- Assist Membership Director with data-related projects.
- Assist association staff with lists and/or reports needed from the CRM system.
- Assist with Content Management System updates related to CRM-connected programs such as email platforms, website, etc.
- Report on membership numbers and trends.
- Respond to queries directed to the membership email inbox.

### Education and Experience:

- Bachelor's degree;
- Two years CRM experience (iMis preferred); or combination of education and experience.

### Skills and Attributes:

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

### Other:

- Non-exempt position
- Position is based in Washington DC
- Travel is not required

**To apply:** Send cover letter and resume to [HR@ahla.com](mailto:HR@ahla.com)