



# Commercial Vehicle Safety Alliance

Improving commercial motor vehicle safety and enforcement

---

## MEMBERSHIP COORDINATOR JOB DESCRIPTION

---

**REPORTS TO:** Director of Member Services

**CLASSIFICATION:** Non-Exempt/Full-Time

**REVISION DATE:** April 2024

### SUMMARY

The membership coordinator is responsible for assisting with the day-to-day management, oversight and quality control of the organization's association management system (AMS). This position coordinates all membership activities and is a critical resource that provides quality services to support the needs of the team and the membership as the Alliance strives to implement the organization's strategic initiatives.

### ESSENTIAL JOB FUNCTIONS

The following list of duties is not exhaustive. CVSA may also outline additional responsibilities that are not included in this job description.

- Manage all membership aspects within the organization's association management system (AMS), including email distribution and mailing lists
- Manage membership revenue recognition schedules within the AMS
- Update all areas of the organization's website relevant to membership activity
- Promote the organization and help foster partnerships with external stakeholders
- Communicate with existing and potential members, sponsors and exhibitors
- Attend and support CVSA meetings and events, as required

### SUPERVISORY RESPONSIBILITIES

This position will not have any direct or indirect management of other employees. This position may be responsible for selecting and overseeing external contractors and vendors who provide services related to the development and implementation of the Alliance's programs and services.

### MINIMUM REQUIREMENTS

- Bachelor's degree from an accredited college or university, or equivalent combination of education and experience
- Experience working with an AMS or client relationship management databases and software
- Available for national and international travel

### KNOWLEDGE, SKILLS AND ABILITIES

- Ability to develop, plan and schedule concurrent activities
- Problem-solving skills with the ability to make sound, prudent decisions

- Ability to meet deadlines for assigned deliverables
- Ability to provide exceptional customer service to members and stakeholders
- Ability to continuously demonstrate exceptional verbal, written, listening and interpersonal skills
- Ability to develop and maintain professional internal and external relationships
- Strong organizational skills, superior attention to detail and self-motivation
- Ability to work in a fast-paced, evolving environment

**WORKING CONDITIONS**

This position will be based at our headquarters office in Washington, D.C., and involves the routine use of standard office equipment such as computers and phones.

The position requires periodic work outside of normal business hours, as well as travel both during and outside of normal business hours.

The physical demands described here are representative of those that must be met by an employee to safely and successfully perform the essential functions of this job consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.

Persons with mental and physical disabilities as defined by the Americans with Disabilities Act are eligible for this position as long as they can perform the essential functions of the job after reasonable accommodations are made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible for this position.

**EMPLOYEE ACKNOWLEDGEMENT**

By signing below, I am certifying that I have read the above job description and understand the requirements, essential functions and duties of the position. I understand that this job description is designed to be an overview of the position and is not intended to be a comprehensive list of all responsibilities and requirements. I also understand that this job description may be amended or changed at any time and for any reason.

**EMPLOYEE NAME:** \_\_\_\_\_

**EMPLOYEE SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

*Commercial Vehicle Safety Alliance provides equal employment opportunity to all employees and applicants for employment. We prohibit discrimination and harassment of any type without regard to race, color, genetic information, religion, creed, national origin, sex (including pregnancy, childbirth, or related medical conditions), age, marital status, citizenship status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, disability status, protected veteran status, or any other characteristic protected under applicable federal, state or local law.*