



Job Announcement – Membership Coordinator

Are you an experienced membership professional who thrives in a fast-paced environment? Do you have a personal interest in conservation and protecting the environment? If you do, then this position with the Izaak Walton League of America is for you.

Put your customer service and database skills right to work managing the full suite of membership functions daily supporting our 40,000 members and more than 200 community-based chapters nationwide.

This position offers a competitive, non-profit salary between \$60,000 and \$70,000 annually depending on experience and an excellent benefits package, including health and dental insurance, retirement saving and generous paid leave and holidays. Remote work is possible, although the nature of this position requires a regular presence in the League's Gaithersburg, Maryland office.

Summary of Position

This position is responsible for managing the day-to-day membership functions and requires demonstrated experience administering membership databases. Essential duties include managing the annual billing process, processing a wide variety of membership transactions, financial reconciliation, and serving as the primary point of contact to resolve membership, dues and billing questions from chapters and individual members. The Coordinator also serves as back-up for essential office administrative functions, including handling incoming/outgoing mail.

This position requires someone who can work independently in fast-paced environment, has attention to detail, can successfully manage a heavy volume of membership processing, meet deadlines, maintain appropriate internal financial controls, and work well as part of a team.

Essential Duties and Responsibilities

- Manage membership processing, including timely data entry and financial reconciliation of membership transactions.
- Coordinate the annual chapter member billing process, including oversight of the in-house production of renewal notices and distribution of renewal packages to chapters nationwide.
- Reconcile chapter membership submissions and payments to accurately balance payments prior to updating membership records and report any financial discrepancies to the chapters.
- Research/resolve the majority of membership-related questions received from chapters and individual members.
- Utilize the membership database daily to enter a wide range of information such as memberships, contact details and officer information, and to generate membership, financial and other reports and analysis.
- Attend the annual national convention and directly support registration, sales and any other convention-related task commonly performed by on-site staff.

Other Duties

The list of essential duties and responsibilities above is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee in this position.

Qualifications

- Associate degree and a minimum of five years of experience performing core membership functions and with the financial/quality controls necessary to accurately reconcile member records and dues payments.
- Demonstrated experience utilizing membership database(s) to enter, extract and analyze membership, financial and other information. Experience with iMIS databases is strongly preferred.
- Proficiency with the Microsoft suite of programs, merge-printing and basic operations of common business machines, including postage meters.
- Excellent verbal and written communication skills especially in a front-line customer service role, including engaging with members and chapters about membership issues and other topics via the telephone, email and in-person.
- Attention to detail and ability to work independently to complete tasks.
- Proven skills in basic accounting relative to membership dues and payment processing.
- Excellent problem-solving and time management skills, and the ability to multi-task in a fast-paced environment.
- Positive, team player with ability and willingness to work with a wide range of people, including League members, Board members, volunteers and staff.

Supervisory Responsibilities

This position will not have any direct or indirect management of other employees. This position could be responsible for coordinating and training volunteers assisting with membership operations.

Additional Requirements

Additional hours beyond the normal 7.5 hour work day and overnight travel outside the state of Maryland are required while supporting the annual national convention.

How to Apply

Email cover letter and resume – specifically detailing your membership, customer service and database experience -- to Mary Rubin, Director of Member Programs, at maryr@iwla.org. **Apply no later than August 29, 2025.** No phone calls please.

About the Izaak Walton League of America

The mission of the Izaak Walton League of America is to conserve, restore and promote the sustainable use and enjoyment of our natural resources, including soil, air, woods, waters and wildlife. Our members and staff combine hands-on conservation action, policy work with legislatures and resource agencies, and public education to pursue our conservation and outdoor recreation goals at the local, state and national levels. As a responsible voice representing outdoor recreationists, we occupy a special niche in the conservation community.

The Izaak Walton League of America is an equal opportunity employer.