



HouseATL Membership Associate

POSITION: Full Time, exempt

REPORTS TO: Executive Director, HouseATL

HouseATL seeks a full-time Membership Associate to support its growing, mission-focused membership coalition. HouseATL is a cross-sector membership coalition of civic leaders committed to building the public will for a comprehensive and coordinated housing affordability action plan for Atlanta. The organization is fiscally sponsored by the Community Foundation for Greater Atlanta, and its offices are co-located with the Community Foundation. HouseATL has its own Advisory Board, elected by the membership, and it is currently staffed and championed by an Executive Director that reports to that Board. More information is available on the website at www.houseatl.org.

The person in this position will have a key external facing role, in that they will be the initial point of contact for HouseATL's new and existing members. The person will model excellent customer service skills, while also supporting the membership and the Board with their skills in event and meeting management, organization, and administration. The position requires a high level of administrative skills. This is a hybrid work situation, with some office hours and many in-person meetings and events, but also some time for remote work.

Responsibilities:

Membership Management

- Serve as the welcoming, responsive, initial point of contact for queries from new and existing members
- Maintain accurate and up-to-date membership directory, including processing new membership applications, updating members' contact information, flagging and conducting membership renewals, and handling questions about how to become a member
- Produce periodic reports and visuals analyzing the membership data
- Support membership elections processes, including software management, collection of nominees documents, issuing election reminders, and reporting results
- Maintain up-to-date working group contact lists from the membership directory and communicate lists regularly to working group co-chairs
- Contribute to website, social media and e-newsletter updates from the membership
- Assist with maintaining digital files for working groups and committees

Event and Meeting Management

- Create event timelines and project manage an event based on timelines
- Assess and recommend locations for periodic in-person events and meetings, including conducting site visits
- Handle venue booking
- Assist with event sponsorship requests and payment processing
- Work with venue on event layout and audio-visual plan
- Evaluate options and order event refreshments
- Contact and negotiate rates with vendors such as photographers
- Assist with any speaker invitations and communications
- Occasionally handle volunteer recruitment and management
- Issue meeting reminders, providing any logistical information needed to participants

- Ensure any handouts are prepared and printed
- Handle event set-up, hospitality registration, name tags, table tents and check-in
- Coordinate and monitor the event schedule on the day of the event
- Conduct note taking as needed
- Manage event break down and post-event payments

Virtual Meeting Management

- Coordinate meeting scheduling and issue calendar invitations and meeting reminders
- Work with meeting leaders to plan for support needed for the meeting
- Handle virtual meeting room administration, accommodating presentations, breakout rooms, etc.
- Maintain meeting records such as recordings, taking notes/minutes, chat records
- Conduct meeting follow-up, ensuring participants receive any needed documents
- Maintain organized files of meeting records

Project Management

- Occasionally manage the development and implementation of special initiatives
- Development of project timeline, researching needed resources, establishing key contacts, planning sessions, tracking the achievement of milestones, etc.

Office Administration

- Manage credit card reporting and receipts
- Handle vendor invoice submissions and tracking
- Prepare correspondence, such as acknowledgements to donors
- Research and recommend technology platforms for improving organizational effectiveness
- Other duties as assigned

Qualifications:

- Minimum of 2 years of experience in association member relations or customer service, as well as 4 years of administrative experience
- Mission aligned with a strong sense of purpose
- Excellent communications and interpersonal skills
- Ability to interact professionally and effectively with a diversity of external stakeholders
- An enthusiasm for hospitality
- Problem solving attitude in challenging situations, such as the pressure of a large event
- Extremely attentive to detail and accuracy in record-keeping
- Very organized and able to work on, and prioritize, multiple tasks at one time
- Reliable and trustworthy – follows through on responsibilities in a timely and ethical manner
- Strong knowledge of computers, office equipment and standard office administrative practices and procedures
- Expertise utilizing Microsoft Office (Excel, PowerPoint, Outlook, and Word) and other software/hardware (Mail Chimp, Event Brite, Teams, Zoom, DocuSign, etc.)

Other:

All employees are required to be fully vaccinated against COVID-19 (medical and religious exemption accommodation possible) within 30 days of hire.

Compensation:

To be determined based upon experience and qualifications within the anticipated salary range of \$50,000-\$55,000. This position is exempt and employee is eligible for the Foundation's competitive health and benefits plan that includes:

- Paid time off:
 - Two weeks accrued paid vacation
 - Two weeks accrued paid sick leave
 - Four mental health days
 - Two personal day
 - Two floating holidays
 - Ten holidays
- Benefits:
 - All benefits effective on date of hire – no waiting period
 - 100% employer-paid benefits (medical, dental, vision) for employee-only insurance plans
 - 100% employer-paid life insurance and AD&D
 - 100% employer-paid short-term disability and long-term disability
 - 100% employer-paid parking downtown Atlanta or monthly MARTA card
 - Affordable plans for legal insurance, critical illness, supplemental life, and more
 - Employee Assistance Program
- Retirement:
 - Immediate eligibility for employee contribution to 403b plan
 - After two-year anniversary with organization, all employees receive an employer-paid contribution of 6% of their salary to a SEP-IRA plan regardless if the employee contributes to retirement
- Culture and Development:
 - Individual Development Plans (IDPs) for each team member including trainings, resources, development opportunities, etc.
 - Two Wellness Rooms for mental health with self-care items
 - Fun monthly employee engagement activities

To Apply:

Please submit a cover letter describing your interest in the role and a resume for consideration to info@houseatl.org with the subject line of “Membership Associate”.

As HouseATL is fiscally sponsored by the Community Foundation for Greater Atlanta, the person in this role will officially be a Community Foundation employee.

The Community Foundation for Greater Atlanta provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

The Community Foundation for Greater Atlanta values diversity and inclusion; therefore we honor the diverse needs, strengths, voices, and backgrounds of all individuals in our regional community.