

Membership Engagement, Associate POSITION DESCRIPTION

The Auto Care Association is the voice for the auto care industry—a coast-to-coast network of 500,000 independent manufacturers, distributors, parts stores and repair shops offering quality, choice and innovation for drivers. The Auto Care Association keeps its members ahead of the curve so they can continue to serve every kind of vehicle on the road today—providing parts and services designed to make vehicles last longer, perform better and keep drivers safer.

We are currently seeking a Membership Engagement Associate who will contribute to the success of the Auto Care Association by promoting the association, matching association benefits to the needs of prospective members, and acquiring new memberships using superior member services, innovative ideas and marketing skills. This role serves as a key “Ambassador of Auto Care’s Brand Experience”, responsible for maintaining a positive member expertise leading to increased member retention.

In this role you can expect to

- Engage and enroll new members in the association
- Provide excellent member service through telephone, email and face-to-face communications
- Develop and maintain complete knowledge of association staff responsibilities, member benefits/services, and a working knowledge of the auto care industry
- Enroll members, explain membership details, payment and provide new member materials via phone and email accurately and proficiently
- Accurately perform all basic transactions with member database/AMS system including new members, membership status change, dues billing change, contact reports and record edits/updates
- Handle member complaints and resolve issues promptly
- Assist in the membership renewal process; create renewal emails and phone call follow ups to members
- Assist in the development of marketing materials and communication tactics used to retain existing memberships
- Represent the association by attending off-site events such as association and corporate events with the intent of sharing association information and engaging members
- Work with committee and community liaisons and make recommendations to members based on their segment/interest area
- Perform administrative functions to support membership activities
- Provide back-up support to other Membership department staff as needed
- Other duties as assigned

Qualifications

- Minimum of 2-3 years of professional experience.
- Trade association or professional membership association experience strongly preferred.
- Must be organized, detail oriented, and possess the ability to meet deadlines and work within time constraints.

- Must possess superior communication skills and the ability to develop positive relationships both internally and externally.
- Candidate should possess excellent customer service skills and a professional, outgoing, and enthusiastic approach.
- Essential competencies include proficiency in Microsoft Office, especially Outlook, Excel and Word.
- Experience with CRM/AMS systems a plus.

At Auto Care Association, we recognize and appreciate the importance of creating an environment in which all employees feel valued, included, and empowered to do their best work and bring great ideas to the table. We recognize that each employee's unique experiences, perspectives, and viewpoints add value to our ability to create and deliver the best possible service, technical assistance, and research to members and partners.

Diversity, equity, and inclusion (DEI) for us represent both a business necessity and a core belief. These concepts represent a fundamental value and code of behavior that impact our daily interactions and decisions. DEI is the result of respecting, valuing, and caring about others and the lives we touch through member engagement, our products, messaging, and operations.

Auto Care Association is committed to providing an inclusive and welcoming environment for all members of our staff and does not and shall not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of our activities or operations.

If you are a dynamic, self-starting professional with shared beliefs and the above qualifications, we would like to hear from you.

Please send your resume and cover letter to: Lea Diamond, Director of Human Resources, Auto Care Association, at autocarejobs@autocare.org.