



## **MEMBER SERVICES ACCOUNT MANAGER**

EGIA is a dynamic workplace comprised of a team of employees throughout every level of the company that are committed to the organization's success. EGIA has stability that comes from sound financial management, 80+ years of sustained industry leadership and a reputation of being the industry's premier contractor development, contractor education and home services trade association.

EGIA is looking for a motivated, energetic, experienced and quality focused individual to join our team as a Member Services Account Manager. The Member Services Account Manager primary responsibility is to actively drive membership growth by recruiting new members, retaining and servicing existing members and increasing member participation in programs and events. The membership Account Manager will have key account management responsibility for managing membership relations within a broad geographic region (i.e. East, West, Midwest, South etc.). EGIA Member Services currently reports directly to the Chief Executive Officer.

### **PRIMARY DUTIES & RESPONSIBILITIES**

- Implement member recruitment activities in an effort to expand individual membership consistent with the mission and goals of the organization.
- Onboarding new members, providing a membership overview and demo of member benefit programs.
- Educate members and prospects on the value of membership through articulation of the benefits and opportunities available to members.
- Provide consistent follow-up with existing members to increase member engagement in programs and services and generate a high degree of member satisfaction.
- Provide quality phone and email support for current and prospective members
- Identify and resolve all member complaints in a timely manner.
- Recover failed or delinquent payments of monthly subscription membership dues.
- Increase member participation in training workshops, conferences, webinars and all other events through effective outbound communications.
- Investigate reasons for non-renewal, and recommend and implement strategies for increasing member retention rate.
- Monitor and measure member satisfaction and deliver excellent customer/ member service.
- Complete accurate member data entry, perform membership database maintenance and membership report reconciliation.
- Achieve all individual and team performance metrics.



## SKILLS & SPECIFICATIONS

- Ability to work with limited supervision and successfully within a team as well as make decisions and resolve practical problems independently.
- Highly organized and able to manage, implement and track multiple tasks and projects, with strong attention to detail.
- Ability to work across departments to accomplish organizational goals.
- Strong organization, multi-tasking and time management skills with the ability to work in a demanding self-directed work environment.
- Ability to take ownership of a process and to use problem solving skills to resolve issues
- Demonstrates a high degree of integrity, professional ethics and positive demeanor.
- Willingness to take on new tasks and pitch in to complete projects even if it is outside of the core area or responsibilities.
- Exceptional communicator who can build positive relationships with association members and prospects.
- Outstanding interpersonal skills and the ability to communicate comfortably, courteously and effectively with a wide range of internal and external contacts—including members, leadership, speakers and trainers, vendors and partnering organizations.
- Strong knowledge of the Microsoft Office software.
- Extremely thorough, analytic and detail oriented.
- Flexible and adaptable with a high degree of enthusiasm, initiative and professionalism.

## EDUCATION AND QUALIFICATIONS

- Associate degree required, Bachelor's degree preferred
- Minimum of 3-5 years of related experience within a professional or trade association, contracting or contractor services organization or industry related business-to-business sales and/or account management experience.

## SALARY & BENEFITS

- Salary range from \$50,000 to \$60,000 based on experience level, plus ability to earn incentives tied to new membership sales and exceeding membership revenue retention goals.
- EGIA offers a generous benefits package to all full-time employees that rival the top employee benefit packages available in the industry. EGIA's employee benefits package includes:
- Nine paid holidays.
- Personal Time Off (PTO), starting with 15 days per year



- Medical & dental insurance for you and your family, plus life insurance and long-term disability coverage for you.
- After 6 months you are eligible for the company's 401k plan that pays up to a 4% salary match.
- Paid gym membership for you and your family
- Annual salary review
- Business casual dress policy
- EGIA is a drug free environment. Hired applicants will be drug tested.

## ABOUT EGIA

EGIA is a nationwide non-profit trade association dedicated to empowering contractors, (primarily those focused on installing energy efficiency and renewable energy products and services), to get the most out of their businesses through industry-leading training, financing and marketplace solutions. EGIA Contractor University offers access to the industry's most recognized and accomplished trainers, who deliver innovative keys to success through in-person workshops, conferences and webinars. EGIA's GEOSmart Financing Clearinghouse, which has facilitated financing for 500,000+ residential and business projects valued at over \$4.5 billion, provides contractors with a best-in-class suite of financing options. EGIA Contractor Marketplace brings together some of the most in-demand vendors and products in the industry at exclusive pricing.

EGIA also partners with electric, gas and water utilities and government entities, providing them with industry leading energy efficiency, water conservation and renewable energy program management and program administrative services. This includes project financing services, rebate program administration and rebate processing; contractor network management, training and certification; and sales channel development and support.

Additionally, through its affiliate EGIA Foundation, EGIA helps fund research and education dedicated to workforce development throughout the home services industry, as well as expanding the benefits the general public receives from the industry.

Submit Resumes To:

[JOBS@EGIA.org](mailto:JOBS@EGIA.org)