



Coordinator/Associate, Membership & Industry Partners

EMPEA

Washington, DC

Position Description

EMPEA (Emerging Markets Private Equity Association) seeks a full-time salaried **Coordinator/Associate** in its **Membership and Industry Partners Department** to service the needs of its Member firms. This position requires analytical thinking and attention to detail as well as providing excellent customer service. Strong project management skills are also necessary. The ability to work independently and also with cross-departmental teams is a must. Responsibilities include but are not limited to:

Responsibilities

Member Servicing

- Process membership applications, solicit and acknowledge memberships
- Generate, assemble and send new member packets
- Schedule and participate in new member on-boarding calls and meetings
- Respond to written and telephone inquiries in a timely manner from members and provide excellent customer service
- Prepare and communicate membership renewal invoices and solicit administrative updates from Member firms during renewals
- Maintain various membership lists, both internally and externally
- Track and analyze Member engagement activity levels and prepare periodic reports
- Maintain and update membership database on a daily basis, including organizations, contacts, events and activities, and coordinate with Members to keep records current
- Work with Marketing & Communications Department to maintain accuracy of membership pages online as warranted by content updates and changes
- Assist team with planning and executing member engagement activities including small- and large-format networking events
- Gather membership-related data and provide analysis and recommendations
- Support the team with annual member survey implementation and analysis
- Work with staff to streamline current data management processes and serve as liaison to the departments that share responsibility for CRM maintenance, financial management, and data oversight

New Member Development

- Identify and engage potential Member firms, maintaining regular outreach to foster and strengthen relationships
- Develop and maintain potential Member pipeline tracking system, utilizing internal database and reporting methods
- Field incoming calls/emails and provide introductory information on membership rates
- Assist the teams with implementation of new member recruitment campaigns to include broadcast emails, list generation, and other duties as warranted



- Conduct ongoing research to identify new contacts and assist with planning and execution of one-on-one meetings and other events
- Assist with tailoring communications to contacts (i.e., constituents, supporters and prospects) – by phone, email, and direct mail

Database Management

- Improve and maintain internal database, which houses Member and potential Member information, prior engagement and current and future communications
- Identify and implement new software to streamline processes and improve Member outreach methods
- Collaborate across departments for optimal data sharing and tracking methods

Qualifications

- Bachelor's degree with 1-3 years of experience
- Strong project management and ability to self-motivate and direct
- Experience working with databases; Salesforce experience a plus
- Excellent communications, writing and editing skills
- Superior critical thinking and relationship-building skills
- Motivated learner who is comfortable in a fast-paced and dynamic environment
- Comfort with internet-based applications and proficiency in Word, Excel and PowerPoint
- A record for being reliable, utilizing sound judgment
- Passion for working in a mission-driven organization with a focus on emerging markets

Compensation

Salary and position title are commensurate with experience. EMPEA offers a competitive salary, an excellent benefits package and a vibrant team environment.

Application Instructions

Interested applicants should send a resume and a brief cover letter explaining their interest for immediate consideration to Kyoko Terada, teradak@empea.net. Please indicate in the subject line "**Membership Coordinator/Associate – LAST NAME.**" No phone calls please. Only shortlisted candidates will be contacted. Resumes will be reviewed on a rolling basis. Position available immediately.

About EMPEA

EMPEA is the global industry association for private capital in emerging markets. We are an independent non-profit organization with over 300 member firms, comprising institutional investors, fund managers and industry advisors, who together manage more than US\$1 trillion of assets and have offices in more than 100 countries across the globe. Our members share the EMPEA's belief that private capital is a highly suited investment strategy in emerging markets, delivering attractive long-term investment returns and promoting the sustainable growth of companies and economies. We support our members through global authoritative intelligence, conferences, networking, education and advocacy. More information about EMPEA can be found at www.empea.org.