



International Chapter P.E.O. Sisterhood

P.E.O. Executive Office
3700 Grand Avenue
Des Moines, Iowa 50312-2899

515-255-3153
Fax 515-255-3820
www.peointernational.org

POSITION DESCRIPTION

TITLE: Membership Programs Coordinator

DEPARTMENT: Membership

SUPERVISOR: Director of Membership

POSITION SUMMARY:

This 30 hour per week, full-time position assists in the creation and successful execution of membership programs, including communication with event and program attendees, coordination with other executive office departments and staff, and technical assistance for membership programs. This position also evaluates and analyzes data from programs to evaluate efficacy and relevance.

RESPONSIBILITIES:

- Coordinate event materials, registration, surveys, speakers and other details related to membership programs
- Reply to member questions and needs related to membership programs
- Create Zoom meetings and webinars, serve as a tech host, and communicate with panelists
- Pull reports, analyze and prepare data from programs and membership activity for review
- Work with the communications department for website, brand and correspondence needs for programs
- Monitor automated emails and correct missing or bounced email addresses
- Respond to member questions via the online chat tool
- Assist in accuracy of state, provincial, district and local chapter annual reports
- Perform other duties as assigned or deemed necessary

SUPERVISION:

This position operates within the guidelines developed by the Executive Board of International Chapter and office practices and procedures established by the executive director. Questions should be referred to the director of membership.

REQUIRED SKILLS:

- Ability to quickly adapt and understand methods and procedures as set forth by the P.E.O. Executive Office
- Excellent customer services skills
- Proficiency with Microsoft Excel, Word, and PowerPoint
- Accurate data entry and record-keeping
- Attention to detail and strong organization skills
- Professionalism in verbal and written communications
- Experience with, or the ability to learn, Zoom event setup and hosting

PREFERRED SKILLS:

- Previous experience with iMIS, or a similar Customer Relationship Management (CRM) platform
- Familiarity with the P.E.O. Sisterhood
- Data analytical skills

PHYSICAL DEMANDS/WORK ENVIRONMENT:

- This position works on-site at the P.E.O. Executive Office
- Must be able to lift up to 25 pounds at times
- Must be able to accommodate office responsibilities, including sitting and standing for extended periods