



Membership Coordinator Job Description

About Us: The Mississippi Apartment Association, an affiliate of the National Apartment Association, works to promote and enhance the professionalism of the apartment industry by providing quality education, national designations, and networking events.

Our members are rental housing owners, property management companies, individual apartment communities, and companies that provide services or supply products to rental properties.

MAA currently represents over 300 members, including over 30,000 apartment units in Mississippi.

Basic Function: Responsible for all activities and events to recruit new members, sustain current members, and ensure that all members needs are met. The Membership Coordinator shall perform tasks such as promoting member benefits, managing events, recruiting new members, answering member questions, and responding to member correspondence, as appointed by the Association Executive (AE).

Location & Commitment: Permanent part time position working remotely in central Mississippi. Hours are Monday- Thursday from 8:30-4:00.

Occasional after hour event attendance will be required.

Duties and Responsibilities

- Ensure the members are kept fully informed about member benefits and events
- Executes all assignments from the Association Executive (AE)
- Provides necessary support to the region liaisons, committee chairpersons and committees to enable them to properly perform their functions.
- Coordinate event logistics, monitor and oversee events from preparation and set-up through teardown to ensure adherence to planned format
- Prepares and publishes reports as deemed necessary by the Association Executive
- Performs secretarial functions for the association, such as returning all phone calls and/or emails, etc.
- Attend MAA meetings/events when necessary.

Further Specific Details

- Prepare and send invoices to membership for annual dues payment
- Maintain a current membership database

- Report membership information to MAA and NAA
- Assist the Membership Chairman in solicitation of new members and retaining current members
- Work with the AE on oversight of the MAA podcast Today with Multifamily.
- Maintain MAA social media pages and create content to engage members.
- Work with the NAA Lease Program and Blue Moon to ensure that members who join can sign up for the lease program, verify membership of lease users
- Meet with region liaisons, committee chairpersons and committees as necessary to discuss and plan event specifications such as scope, format, budget, administrative details, and special requirements.
- Negotiate contracts with venue personnel, caterers, hospitality staff, A/V providers, and other vendors to acquire necessary services and activities for events while meeting budgetary objectives.
- Coordinate new member orientations as often as deemed necessary
- Knowledgeable with market information (such as new developments) to recruit prospective members, etc.
- Maintain listing of attendees, provide roster of attendees at events
- Maintain member email database

Qualifications

- Strong organizational and written communication skills
- Strong member service and membership development/retention skills
- Marketing, sales, and/or advertising expertise
- Ability to respond quickly to challenges and changes

Skill and Knowledge Requirements

- B.A or B.S. in business management or real estate degree preferred
- Strong organizational and time management skills with a minimum of 2 – 4 years' experience
- General understanding of trade associations, membership, meetings supporting, and related activities preferred
- Self-motivated and initiative required
- Excellent interpersonal skills and ability to effectively communicate
- Excellent writing, research, survey, data, and analysis skills
- Knowledge of and proficiency with digital social media and marketing
- Experience preferred in multifamily housing, business operations or apartment technologies.