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Job Opportunity: Membership and Events Associate

SRCD is hiring a Membership and Events Associate. Join our dynamic team or share this opportunity if you know of any strong candidates.

Membership & Events Associate

The [Society for Research in Child Development \(SRCD\)](#) is one of the world's leading authorities on child development, representing thousands of members in the scientific discipline. Our mission is to advance the developmental sciences and promote the use of developmental research to improve human lives. We are looking for a Membership and Events Associate to collaborate closely with our Membership and Events teams.

RESPONSIBILITIES:

The Membership & Events Associate will provide excellent customer service to the SRCD members interested in renewing their membership or registering for an upcoming event. This position is an opportunity to practice exceptional customer service skills, teamwork, collaboration, and critical problem-solving skills during the planning and day-of management of virtual and in-person meetings, virtual meeting technology/platforms, and gain exposure to multiple meetings management software. Specific responsibilities are listed below.

Membership

- Conduct queries and other functions in the iMIS database
- Support the annual membership renewal cycle
- Assist with troubleshooting SRCD Commons/Online Community pages
- Monitor and manage shared inboxes, as well as responding to member and prospective member questions
- Assist members with any account/profile related issues
- Other duties as needed to support the SRCD membership

Events

- Provide administrative support to the SRCD Meeting and Events Team, including scheduling meetings, maintaining databases, and responding to participants emails, etc.
- Webinar administrative support
- Create and manage webinar registration, generate registration reports for staff liaison
- Administrative lead on webinar requests, both external and internal requests
- Schedule and manage dry runs for internal staff liaisons and their speaker
- Collaborate with other departmental staff
- Set up mobile event app with descriptions, property maps, graphics, speakers and session data
- Provide on-site support during events to ensure smooth execution
- Coordinate event registration and attendee management
- Assist in the creation of event reports and presentations

General

- Responds to inquiries from members and nonmembers on association activities and programs
- Provide administrative support for various SRCD committees
- Assists in marketing efforts to drive engagement in SRCD program offerings
- Assists in timely delivery of member services, materials and reports
- Reviews SRCD's website for membership information and ensure it is accurate and current.

QUALIFICATIONS:

- 2+ years of customer service experience
- Excellent writing and language skills
- Attention to detail
- Proficiency with Microsoft products (Teams, Outlook, Excel, PowerPoint) and virtual platforms (e.g., Zoom), LMS a plus
- Proven organizational and interpersonal skills.
- Knowledge of membership databases (iMIS preferred), report and query building, Higher Logic, and email marketing systems
- Comfortable learning and using new technologies and applications
- Ability to apply logical and creative thinking to navigate obstacles

COMPENSATION:

☒

This is a full-time position in Washington, D.C. We are currently working in a hybrid pattern, with employees in person at our downtown office twice each week.☒☒The salary range is \$54000 to \$58000, depending on experience. We offer an exceptional paid time off allowance, which is currently over 7 weeks per year (288 hours total) in employees' first year. This is in addition to federal holidays and an office-wide closure between Christmas and New Year. We strongly support employees to participate in school events for their children and maintain a culture of work-life balance. We are a friendly and welcoming team, who strive to place diversity, equity, and inclusion at the center of our interactions and work.☒

SRCD also offers a comprehensive benefits package that includes medical, dental, vision, disability, and life insurance coverage. We offer up to six months of paid parental leave. For employees with children, a tax-free savings plan can be used to help cover childcare expenses. We offer a retirement savings plan with a 6% match, plus a monthly \$100 commuting expense stipend.☒☒We encourage applications from people with diverse backgrounds. We strive to be an inclusive employment environment, building diversity, equity and inclusion into all of our work. The Society for Research in Child Development is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, ethnicity, religion, sex, sexual orientation, gender identity, national origin, or disability.

TO APPLY:

Please send 1) a cover letter, 2) resume, and 3) three references to: hr@srcd.org, ATTN: Membership and Events Associate **by Sunday, November 24 at 11:59 p.m. ET**. In your cover letter, we will score you based on your communication skills and on the qualifications and skills required for this position (as defined above). Please cite *specific* examples of times you have exhibited the skills we are searching for in your cover letter. It should not be longer than two pages. Incomplete applications will not be reviewed.