



Travel Juneau – Juneau, Alaska

Membership Services Manager

Job Title: Membership Services Manager

Beginning Salary Range: \$47,500 - \$50,000 (based on experience) w/benefits package

Work Schedule: Full-time, salaried/exempt

Reports To: President/CEO

General Summary

The Membership Services Manager is the main point of contact for Travel Juneau members and the facilitator of their participation in Travel Juneau programs, events and activities associated with the Convention Sales, Destination Marketing and Visitor Services departments. This position works with the President/CEO to develop new initiatives to enhance marketing and educational opportunities, grow and maintain Travel Juneau's reputation throughout the destination, and provide excellent service.

General Work Environment

Travel Juneau currently employs six full-time staff, two part-time, and two seasonal staff; regular staff work from our administrative office located at 800 Glacier Avenue in downtown Juneau in a business/business casual office environment. All full-time regular staff participate in periodic after-hours and weekend events, often assisting other staff.

PRIMARY POSITION RESPONSIBILITIES

- Solicit member participation in Travel Juneau marketing programs and steward current partners to maintain or increase their investment.
- Manage the membership sales and enrollment process; maintain and update all membership materials, including brochures, forms and subsequent printed and online sales materials.
- Continually monitor the success of membership tiers and outreach, working with the board's Membership & Community Relations Committee to enhance value.
- Identify and solicit prospective businesses compatible with or supportive of Travel Juneau's mission.
- Organize and host member events (marketing educational series, monthly network building events, Juneau Travel Fair, etc.)
- Prepare online and print publications (E-Newsletter, Dining Guide, Membership Decal, etc.)
- Develop and coordinate educational opportunities for members, leveraging the efforts of other agencies when appropriate
- Develop and implement new and/or improved tools or content in the membership section of TravelJuneau.com
- Create and maintain member records via the Simpleview database; includes data entry and any necessary hard-copy document retention.
- Coordinate with Destination Marketing department to create the Juneau Travel Guide.
- Coordinate with Finance Department for member billing and account reconciliation.

SECONDARY POSITION RESPONSIBILITIES

- Assists team with website copy, SEO, graphics, video and image needs
- Serve as lead for training in the CRM database capability/functionality to all departments
- Supports TBMP by managing the hotline and distributing comments and complaints
- Coordinates cruise ship welcome plaques for presentation on behalf of Travel Juneau

ONGOING/AS-NEEDED

- Act as a point of contact for visitors and calls to the Travel Juneau administrative office when VIS staff are not available.
- Record checks mailed to Travel Juneau in accordance with the AUP.
- Provide project, program and administrative assistance to president/CEO and department staff on as-needed basis.
- Must be able to lift and carry at least 35 lbs.

To apply, please send cover letter, resume and contact information for at least 3 (three) professional references to staff@traveljuneau.com. No calls, please. Position is open until filled.