

DATE

**Global Membership Coordinator**

To Apply: Submit resumes for consideration. Please place “Global Membership Coordinator” in the subject.

The Entrepreneurs’ Organization is looking for dynamic business professional to join our team as a Global Membership Coordinator reporting to the Membership and Integration Manager. The Entrepreneurs’ Organization (EO) – for entrepreneurs only – is a global community that enriches members’ lives through direct peer-to-peer learning, connections to experts and once-in-a-lifetime experiences. EO is the catalyst that enables entrepreneurs to learn from each other, leading to greater business success and an enriched personal life. For more information visit [www.eonetwork.org](http://eosp:81/).

**Entrepreneur Organization’s Staff Core Principles**

At EO, the staff takes pride in our work, and it shows in everything we do. To reflect our unique culture, we embrace and embody six essential core principles:

* Teamwork: working together to achieve excellence
* Trust & respect: displaying and rewarding integrity
* Creativity: the possibilities are endless
* Professionalism: lead, learn and live by example
* Fun: lighten up, live it up, laugh it up!
* Service: world class services to the EO community

We’re looking for someone to support our growing membership programs worldwide. Over the next few years, we are looking to double our membership and chapters, as well as expand our reach into new territories. Our global membership staff work in offices around the world; the Global Membership Coordinator will be working with teams in all regions to coordinator efforts in recruitment, integration, retention, renewals and accruals. We’re looking for someone who embodies EO’s core principles of teamwork, creativity, service, professionalism, trust and respect and having fun!

**Essential Duties and Responsibilities:**

The Global Membership Coordinator will be guided by the bylaws and policies as established by EO’s Board of Directors. The general duties will be:

**Membership Administration**

* Interact directly with all prospective members to qualify and gauge/generate interest.
* Answer inquiries about membership via several channels: chapter leads, external marketing leads, direct inquiries via website and more.
* Manage applicant’s path to membership with personalized communication when necessary
* Communicate prospective member leads to appropriate chapter officers and staff; follow-up and know the progression of each member lead.
* Input or review all prospective members’ data in the CRM database for accuracy.
* Conduct quarterly clean-up of prospect and applicant lists for duplicates and dead leads; prepare regional reports on clean-up and provide to regional staff
* Respond to requests from chapters for prospective member kits and other materials; work with the Marketing & Communications department to manage inventory, handle shipping process and track to arrival. Communicate with prospect after delivery to answer any queries.
* Process new member applications daily and manage payment collection
* Send daily report with list of new members processed and tracking against monthly goal; send a weekly “Running Tally” membership update to all EO global staff.
* Attend some membership and integration monthly conference calls in various regions to know the community; while the regional team has the lead with these calls you can offer global insight when necessary.
* Work with Global Membership & Integration Manager on developing/distributing any tool supporting chapter growth (e.g. presentations, sales tools, dues calculations, etc.)

**Relationship Builder**

* Work closely with staff recruitment coordinators in all EO’s regions; ensure they have the tools to manage their regional membership
* Build relationships with chapter administrators in chapters nearest to your location. Know their roles and needs to better support.
* Connect often with the staff Business Development Directors in all regions; know the current regional needs for membership growth and liaise with senior staff on how to support if we do not have current tools.
* Engage with the EO Community, in particular membership and integration chairs.

**Chapter Launch support**

* Assist business development team with identifying and contacting prospective members for new chapter launch locations.
* Support activities related to launching a new chapter, including managing all conference calls and distributing minutes; handling applications for members of new chapters, organizing any activities relating to the chapter launch event and more.

**Global Administrative Support**

* Support the Senior VP, Business Development in special projects.
* Handle administrative duties relating to Senior VP, Business Development’s global activities.

**Education and/or Experience:**

Required:

* Bachelor’s degree
* 2+ years of experience working in a supporting/coordination role
* Excellent customer service skills
* Strong written and verbal communications skills
* Analytical and problem solving skills
* Ability to interact with entrepreneurs with tact diplomacy and poise
* Exercises confidentiality and discretion

Preferred:

* Non-profit/association experience
* Demonstrated written and oral communication Demonstrated ability to adapt to change quickly and work in a fast-paced environment.
* Strong interest in entrepreneurism, previous experience as an entrepreneur a plus

Nothing contained in this job description, or conveyed during any interview which may be granted or during any period of employment (if hired) with Entrepreneurs’ Organization, is intended to create an employment contract with any employee or prospective employee of the Firm for any specified period of time. Work rules and benefits in effect are subject to change from time to time, according to the needs of the organization. Any and all employment with Entrepreneurs’ Organization is “at will,” that is, for no definite or determinable period and subject to termination at any time, with or without cause and with or without prior notice, at the option of either the employee or the organization.

EO is an Equal Opportunity Employer