

Membership Programs Coordinator – The Heritage Foundation – Washington, DC

Job Summary: The Membership Programs Coordinator assists in the management of the housefile and prospecting direct mail programs, overseeing all customer service systems, and coordinating the timing and theme of all development mailings. The Coordinator works closely with the Manager of Membership Programs and is responsible for relationships with a number of outside vendors and consultants.

Reports to: Manager, Membership Programs

Job Duties:

- Direct Mail – Works with the Manager of Membership Programs to oversee the daily operations of the housefile and prospecting programs; works with outside agencies and Manager to develop, review and approve copy, art, and data selection.
- Customer Service – Oversees all customer service systems, including membership line and comment mail; creates effective tracking systems; serves as main contact point for caging company; trains new staff and interns on phone etiquette, systems and tracking; regularly reviews internal and external procedures to identify areas of improvement.
- Electronic Funds Transfer Program – Oversees the daily operations and overall strategy of monthly EFT program; implements multi-channel marketing campaign to expand program.
- Development Mailings – Coordinates the timing and subject of development office mailings; run weekly production meeting with relevant staff to ensure consistency and effectiveness; maintains internal production calendar.

Skill Factors:

Education: BA/BS

Experience: 1-2 years of direct marketing experience preferred

Communication: Ability to communicate with Heritage Members both over the phone and through the mail, and with individuals at all levels within and outside of Heritage.

Computer Skills: Microsoft Office and Outlook

Special Skills/Requirements:

- Understand and support the Heritage mission and vision for America, and the department's goals and objectives
- Strong detail-oriented production skills, including the ability to proof accurately.
- Ability to manage multiple projects, set priorities, and meet deadlines.
- Ability to work effectively with outside consultants.
- Ability to solve problems, work under pressure, think creatively, and act independently.

Interested candidates should submit a résumé and cover letter detailing how their experience matches the job requirements and their philosophical interest in The Heritage Foundation's mission to claire@talentmarket.org.