



## Membership Program Assistant in Washington, DC

The National American Indian Housing Council assists tribes and tribal housing entities in reaching their self-determined goals of providing culturally relevant, decent, safe, sanitary, and quality affordable housing in American Indian, Alaska Native & Native Hawaiian communities.

The National American Indian Housing Council (NAIHC) is seeking to fill the full-time position of Membership Program Assistant for the national office in Washington, DC. This position will work directly with the Executive Director and manage the membership application and renewal process, maintain up to date and accurate organizational mailing lists and provide program support serving Tribal Housing Authorities across the country.

### DUTIES AND RESPONSIBILITIES:

- Coordinates Membership Services;
- Collects, maintains and organizes all membership database records, files and forms including online forms;
- Updates web with timely, accurate information and forms for events and member services;
- Coordinates membership renewal campaign and supports the Executive Director in meeting renewal goals;
- Assists in the preparation of membership reports by providing statistics, graphics and progress on goals;
- Assists with reconciliation of membership payments, credit cards and other program transactions;
- Answers basic membership questions from phone and email inquiries timely and with the highest level of customer service;
- Prepares promotional materials related to programs, membership products and services for distribution;
- Coordinates NAIHC exhibits/displays at off-site events, assist in the design of booth and promotional materials;
- Assists with correspondence and phone calls in the collection of outstanding membership dues;

- Supports the Executive Director in preparing for and supporting the members business meetings including support for voting process and resolution submissions;
- Receives and coordinates new membership requests to voting regional representatives;
- Work with Executive Director on outreach to Congress to fulfill membership requests and NAIHC advocacy efforts;
- Perform general office administrative activities:
  - Provides office reception and answers general calls;
  - Procuring and inventorying program supplies;
  - Distributing incoming mail;
  - Preparing program, membership and training mailings;
  - Coordinating service on office equipment;
  - Cross train and serves as a back up to other Program Assistant positions;
- Assists Executive Director in Board committee meetings (Fundraising Committee & Legislative Committee);
- Participates in staff meetings, retreats, strategic planning sessions, and organizational meetings;
- Travel required (3-5 trips per year on average);
- Other duties as needed and assigned.

#### **QUALIFICATIONS:**

Bachelor's degree in General Studies, Liberal Arts, Political Science, Business or related field, 2+ years of progressively responsible experience in non-profits, preference for experience in membership and/or database software. Also needs experience in spreadsheets, publisher, adobe, web posting, social media, possess strong customer service skills as well as writing and oral communication. This position requires strong organization, time-management, accuracy and problem-solving skills.

**Please provide tribal affiliation (if applicable). Interested applicants should submit cover letter, résumé, references, and salary requirements to:**

**Subject line: Program Assistant**

**Email: [careers@naihc.net](mailto:careers@naihc.net)**