

Membership Associate
Suzuki Association of the Americas

The Suzuki Association of the Americas (SAA) is at an exciting point in its 50-year history. An international organization encompassing North, Central, and South America, our mission is to improve the quality of life in the Americas through Suzuki education. The SAA is a learning community that embraces excellence and nurtures the human spirit. We are seeking new members for our team!

The Membership Associate will work closely with the Executive Director and the Community Engagement and Marketing Manager to ensure our members have a high-quality experience with the SAA. They are responsible for supporting member needs, fielding inquiries, and supporting the retention and recruitment of members. Working directly with the Executive Director, the Membership Associate will also support development and fundraising efforts. They will also support the coordination of staff calendars, meetings, and events. A candidate with experience (or a desire to learn) in sales, development, customer service, attention to detail, critical thinking, and a commitment to the Suzuki philosophy will allow candidates to thrive in this role.

Summary of Position

Part-time hourly; 15-20 hours per week

Pay: \$20/hour

Start Date: August 2023

Schedule: Hybrid; based in Boulder, CO; Monday-Friday mornings (timing flexible); some weekday and weekend evenings as needed

Reports to: Executive Director

Works Closely With: Director of Operations, Community Engagement and Marketing Manager, Learning Manager

Position Responsibilities

- Respond to member inquiries in a timely manner, including phone and email, ensuring excellent customer service.
- Issue and process membership renewal notices.
- In coordination with the Executive Director, support the donor database, donor events, and donor communications.
- Provide administrative support by coordinating scheduling, agendas, and note taking.
- Maintain internal electronic databases, such as the SAA Google Drive, Monday.com project boards, and internal files.
- Other duties as assigned.

Qualifications

Essential

- Commitment to the philosophy of Suzuki education
- Customer service experience
- Proficient in Microsoft Office, Google Suite, email, and project management software
- Excellent interpersonal skills and ability to foster new and pre-existing relationships.
- Highly organized, detail-oriented, and prioritizes tasks effectively while working independently.
- Highly motivated and can work independently as well as collaboratively.



- Must be authorized to work in the US, as the SAA is unable to sponsor or take over sponsorship of an employment visa at this time.

Preferred

- Fluency in a second language, particularly Spanish, Portuguese, or French highly preferred
- Experience with QuickBooks
- Experience with design software such as Canva, Adobe, etc.
- Experience with WordPress, MailChimp, or other mass communication software
- Experience with another membership Association or customer-service driven role
- Experience with project management software, such as Monday.com
- Experience in event planning

How to Apply:

Please prepare a resume and cover letter. You can submit application materials through our Job Application Form [at this link](#). Have any questions? Write to us at jobs@suzukiassociation.org.

The Suzuki Association of the Americas is committed to recruiting and fostering an environment for staff that is diverse and inclusive. The SAA does not discriminate on the basis of race, age, ethnicity, national origin, religion, sexual orientation, gender, or gender expression.