Job Title: Membership Coordinator
Reports to: Membership & Chapter Services Manager
Location: Remote
FLSA Status: Exempt
Job Type: Full-Time
Salary Range: $50,000-60,000

Position Summary:

The Membership Coordinator supports the administration, coordination, and advancement of the Grain Elevator and Processing Society (GEAPS) membership programs. This position is responsible for managing the association management system by maintaining accurate records, processing transactions and renewals, and supporting member communications.

Working collaboratively with GEAPS staff, board leadership, local chapters, committees, and volunteer leaders; the Membership Coordinator contributes to member recruitment, engagement, satisfaction, and retention. The role also oversees membership reporting, provides responsive service to current and prospective members, and supports efforts to improve the member experience.

This hands-on, highly collaborative position requires strong organizational, analytical, communication, and problem-solving skills. The ideal candidate will be adaptable and committed to supporting GEAPS members and advancing the association's mission.

This position is a fully remote role and requires up to 25% annual travel to support GEAPS Exchange and other key events and initiatives.

Key Responsibilities:

Membership Administration

- Maintain accurate, complete, and confidential membership records within the GEAPS association management system.
- Process and monitor new and existing membership records, payments, renewals, transfers, cancellations, reinstatements, and changes to member information.
- Prepare membership reports and forecasts for staff, leadership, and committees.
- Assist with annual membership budgets.
- Support system administration, troubleshooting, and process improvements; working with internal staff and external vendors as assigned.
- Maintain written procedures and documentation for recurring membership activities.
- Support the activities and initiatives of the GEAPS Membership Committee.
- Provide membership-related administrative and operational support for GEAPS Exchange and other key events and initiatives.

- Maintain a flexible, collaborative, and solutions-oriented approach to supporting association projects and administrative priorities.

Member Service and Communication

- Serve as a primary point of contact for current and prospective member inquiries and promptly respond to inquiries.
- Resolve routine membership issues and coordinate the escalation of complex matters as appropriate.
- Communicate membership policies, benefits, and program updates clearly and consistently.
- Identify recurring member questions and concerns and recommend improvements to service processes and the member experience.
- Provide membership-related information and administrative assistance to chapters, committees, and volunteer leaders.

Membership Recruitment, Retention, and Engagement

- Coordinate with marketing and communications, education, and events, to promote membership benefits and opportunities.
- Coordinate annual membership renewal communications and manage new member onboarding.
- Maintain prospect lists and track membership growth, renewal rates, new-member activity, lapses, and other key performance indicators.
- Monitor membership growth, retention trends, and opportunities for improvement.
- Support member surveys, feedback initiatives, and engagement programs to strengthen member satisfaction, engagement, and retention.
- Other duties as assigned.

Role Requirements:

- Bachelor's degree in Business Administration, Marketing, Communications, Nonprofit/Association Management, or a related field is preferred. Equivalent relevant professional experience may be considered.
- 2–4 years of relevant experience in membership services, association management, customer service, database administration, or administrative coordination. Association or nonprofit experience is preferred.
- Experience using Microsoft Office applications.
- Ability to learn and adapt to new technology platforms and systems is required. Experience using databases, customer relationship management (CRM) systems or association management systems (AMS) is preferred.
- Strong organizational, analytical, and problem-solving skills, with excellent attention to detail.

- Excellent written and verbal communication skills with a customer-service mindset.
- Valid state motor vehicle operator's license.
- Ability to travel approximately up to 25% annually, including overnight travel, to support GEAPS activities. Proximity to a major airport is preferred.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

- Individuals will work from home but will be willing and able to travel as required, including overnight stays.
- May require extended work hours, including evenings and weekends, during events.
- Frequently required to sit for extended periods of time.
- The noise level in the work environment is usually moderate.
- Occasionally lift and/or move up to 40 pounds.

Ready to join our dynamic team? Send your resume and a cover letter to careers@geaps.com. Learn more about GEAPS at GEAPS.com!

I acknowledge and understand this statement.

_____

Employee Signature Date

_____

Supervisor Signature Date

Created 10.27.2026