

New England Library Association

Position: Membership and Communication Coordinator

Compensation: \$28/hr - Part Time (Hybrid) up to 25 hours per week with possibility of increased hours based on needs of the organization.

Disclaimer: The annual contractual terms for the **Membership and Communication Coordinator** will be negotiated between the NELA Administrative Committee and the Library Association Administrator as described in the Policy and Procedure Manual. This position is considered an employee role (W2).

Job Summary:

The **Membership and Communication Coordinator** is a hybrid part-time position, including remote working conditions and some in person events and meetings, that reports to the Vice President and Treasurer as well as takes direction from the President.

This vital role is responsible for the overall management, maintenance, and expansion of NELA's membership base. The Coordinator ensures membership data integrity, drives recruitment and retention strategies, and executes timely, member-focused communication. The Coordinator's work is instrumental in enhancing the value of association membership, engaging current members, and supporting NELA's mission to provide educational and leadership opportunities across the New England library community.

Key Responsibilities:

The Membership and Communication Coordinator works with NELA staff, leadership, and committees to provide courteous, accurate, and efficient support to the organization, focusing on the following areas:

Membership Management & Retention

- Manage and maintain the member database (e.g., in MemberClicks) to ensure all records are complete, accurate, and up-to-date.
- Deploy invoices for membership renewals and track payments, proactively following up on lapsed or overdue accounts.
- Respond promptly and professionally to member and prospective member inquiries via email and phone.

- Work closely with the Membership Committee to develop and implement targeted recruitment and retention campaigns.
- Support the onboarding of new members through welcoming communications and distribution of orientation materials.
- Work closely with state library associations on joint-memberships and tracks joint-memberships

Communications & Engagement

- Develop and distribute membership-focused communications, including monthly/quarterly newsletters, in collaboration with NELA sections and committees.
- Ensure timely publication of membership news, announcements, and materials across the NELA website and email channels.
- Collaborate with leadership to highlight member benefits, success stories, and professional development opportunities, reinforcing membership value.
- Work with Help Desk to maintain the NELA website
- Manage and create engaging, high-quality content for NELA's website, electronic newsletters, and social media channels (e.g., Facebook, X, Instagram, LinkedIn).
- Ensure messaging reinforces the value of membership across all channels

Data Integrity & Reporting

- Produce accurate membership lists and reports as needed for the Executive Board and partner organizations.
- Track and analyze membership data, including year-over-year growth, retention rates, and reasons for membership lapses, to inform strategic decisions.
- Maintain website content and manage member access credentials as related to membership services.
- Safeguard all member data in compliance with NELA's privacy standards.

Financial & Operational Support

- Work with the Treasurer to reconcile membership dues revenue and ensure all payments align with membership records.
- Coordinate and process event-related registration payments and tracking for NELA-hosted events.
- Provide general administrative support to NELA leadership and Committees.
- Attends the full Executive Board meeting every other month.
- Attends Administrative Committee meetings every other month.

Conference Support

- Partners with the Conference Coordinator on conference related activities

- Work closely with the Conference Committee on tasks related to membership and registration.
- Work with NELA sections such as the New England Technical Services Librarians and ITS to promote online conferences and webinars
- Required to travel to the annual conference site (paid by NELA) to support on-site needs, with a focus on member services, registration troubleshooting, and on-site payments.

Note: 2026 Conference will be in Burlington, Vermont, Oct. 25-27, 2026

Required Skills & Experience:

Work Experience:

- Minimum of 3 years of experience in **membership management, association administration, or customer service/operations** for a non-profit and/or library
- Proven ability to manage and maintain large, complex databases with a strong emphasis on data integrity and attention to detail.

Required Skills:

- Excellent written and verbal communication skills.
- Strong organizational skills and attention to detail.
- Proficiency with Google Workspace and web-based technologies.
- Ability to manage online tools for newsletters, communications, and membership databases.

Preferred Skills:

- **Education:** BA/BS in Business Administration, Communications, Non-Profit Management, or a related field.
- Experience with specific Membership Management Software (e.g., MemberClicks, Wild Apricot, or similar AMS).
- Knowledge of QuickBooks (for basic revenue reconciliation).
- Familiarity with library operations or the New England library community is a significant plus.

Accountability and Evaluation

This position will have an annual review by the Personnel Committee along with regular performance feedback from the Conference Coordinator.

Working Conditions

We recognize the importance of maintaining a work-life balance. This role offers flexibility, allowing for remote work outside of conference dates, with a heavier workload during membership renewal periods and the annual conference (typically October). This position will be required to attend occasional onsite meetings. Must be available on-site during the whole conference, setup, and close-out to assist the Conference Coordinator. Occasional evening/weekend hours during peak planning season.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, national origin, ethnicity, sex, pregnancy, sexual orientation, gender identity/expression, including transgender identity, religion, disability, age, genetics, active military or veteran status and any other characteristics protected under applicable federal or state laws.