

MEMBERSHIP ENGAGEMENT SENIOR COORDINATOR

Reports to Audrey Young, Associate Vice President of Member Success

***Pay Grade: 2 / Support 2**

Grade Minimum (\$51,000) Grade Midpoint (\$64,000)

**Compensation will be determined based on relevant experience, the annual compensation budget, and the overall pay philosophy and practices of AGB.*

The Scope

The Membership Engagement Senior Coordinator reports to the Associate Vice President of Member Success and serves as a lead frontline ambassador for AGB members. This role is responsible for delivering a high-quality, responsive member experience across all points of contact while advancing member engagement, satisfaction, and retention. The Senior Coordinator plays a key role in managing concierge services, overseeing the membership renewal cycle, analyzing member feedback, and contributing insights that inform continuous improvement of AGB's member solutions and engagement strategies.

The Duties

- Serve as lead concierge for AGB members, managing webchat and inbound phone inquiries related to AGB programs, products, services, and benefits.
- Oversee the concierge@agb.org inbox and ensure timely, accurate resolution of member requests, including dues payments, access confirmation, roster updates, and direct members to AGB resources and services.
- Lead and manage the 12-month rolling membership renewal process, coordinating with internal teams to support retention goals.
- Provide personalized member support, including onboarding and orientation to AGB benefits, services, and resources to promote engagement.
- Manage end-to-end registration for the Board Professional Certificate Program™ and Board Professional Peer-to-Peer Conversations, including maintaining accurate participant records and ensuring all program information is current and correct on AGB.org.
- Analyze member feedback, engagement data, and service trends; prepare recommendations to enhance member satisfaction and experience.
- Maintain accurate and up-to-date records of member interactions, preferences, and feedback within AGB's association management system (AMS).
- Serve as a liaison between members and internal staff, ensuring member needs are addressed efficiently and escalated appropriately.
- In collaboration with the Member Relations Specialist, serve as an administrator for *BP Community*, monitoring engagement activity, updating content, and supporting productive member interaction.
- Track and report on member engagement metrics to inform decision-making and service improvements.
- Perform other duties as assigned in support of membership engagement and organizational priorities.

The Qualifications

- Bachelor's degree required, plus three years of experience in customer service or member engagement roles within a membership association and/or higher education institution.
- Demonstrated experience working with association management systems (AMS) or comparable member databases.
- Strong written and verbal communication skills, with the ability to build rapport and trust with diverse stakeholders.
- Proven ability to manage multiple priorities, meet deadlines, and maintain attention to detail in a fast-paced environment.
- Experience with basic project coordination, including planning tasks, tracking progress, and following established processes.
- Proficiency in Microsoft Office 365 and Adobe Acrobat.
- Comfortable with using and learning technology platforms to improve efficiency and member engagement.
- Collaborative team player, who can also work independently, exercise sound judgment, and proactively solve problems.
- Strong listening skills and a service-oriented mindset.

This position description outlines the primary duties and responsibilities of the role but is not intended to be all-inclusive. Responsibilities and activities may evolve over time in response to organizational needs.