



Member Services Coordinator

POSITION SUMMARY:

The Member Services Coordinator is a front-line position responsible for warm and helpful responses and support to NSCDA members, prospective members, and headquarters visitors. Support meeting planning, registrations, preparation, and follow up. Provide daily reception and operational support, answering phone & email inquiries and welcoming Dame visitors. Ensure accurate and prompt updating of NSCDA member database. Perform duties according to established policies, guidelines, and accepted practices, under the NSCDA Membership Manager's general supervision.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Manage NSCDA/Headquarters email inquiries. Provide general information about the NSCDA & Dumbarton House to NSCDA members, perspective members, and the general public. Coordinates between CS registrars and prospective members.
2. Support Membership Manager and National Officers by producing membership reports bi-annually, mailing labels and lists as requested; updating iDames (proprietary membership database) Corporate Society membership lists using Society Registrar & National Registrar reports twice per year; and verifying membership lists annually. Update directories as required as positions and terms change.
 - A) Membership Certificates
 - B) Roll of Honor
3. Manage database and lineage (IDDL) requests.
4. Support NSCDA and Dumbarton House Board meetings/workshops to include: helping plan and implement; managing registration processes; process payments; creating mailing labels, event registration lists, and nametags; vendor management; scheduling & setting up webinars, conference calls, IT needs; and assembling collateral as assigned. Support meetings and meeting follow up as assigned.
 - A) NSCDA Executive Committee Meetings and National Board
 - B) Dumbarton House Board, Fall and Spring
 - C) Biennial
5. Support webinar meetings and conference calls as needed—serving as staff host, coordinating IT and PowerPoints, helping presenters, etc.
6. Assist the processing and fulfill online gift shop orders.



7. Handle routine document uploads and website edits for NSCDA.org.
8. Assist NSCDA Executive Committee and other Board Members with administrative tasks such as meeting scheduling, tech assistance, designing presentations and other duties.
9. Perform other duties as assigned by the NSCDA Membership Manager.
 - A) Assisting with events and programs as needed (both NSCDA and Public Programs)

KEY ATTRIBUTES & QUALIFICATIONS:

- High School Diploma or GED Certification + 1 year of experience.
- Strong background in customer service.
- Experience or knowledge of CRM or other database management.
- Ability to multitask and pay attention to detail.
- Strong understanding of and comfort with technology.
- A pro-active and positive attitude and ability to work independently.
- Ability to perform under deadline pressures and balance multiple priorities.
- Strong interpersonal skills. Must possess well-developed written and verbal skills to cultivate relationships with staff, board members, and outside vendors in a professional and diplomatic manner.
- Proficiency in Microsoft Office Suite, Word Press, Adobe Acrobat, and related platforms.

SALARY AND BENEFITS:

- \$40,000 – 42,000 annually (This is a non-exempt position, eligible for overtime)
- Paid time off
- Health, Dental, and Vision Insurance
- Retirement Plan
- Life Insurance.
- Free on-site parking
- Transit/Capital Bike Share benefits
- Staff museum gift shop discount
- Dumbarton House is an Equal Opportunity Employer.
- Proof of full vaccination is required upon hire.



TO APPLY:

- Send a cover letter and resume to: Samantha Dorsey, Director of Program & Audience Engagement at jobs@dumbartonhouse.org subject line: “Membership Coordinator”
- No phone calls please.
- Qualified applicants will be contacted to schedule an interview and have references reviewed.

Location: Dumbarton House Museum, 2715 Q Street, NW Washington DC, 20007

About the NSCDA

The National Society of The Colonial Dames of America (www.nscda.org) is one of the oldest historic preservation organizations in America. Founded in 1891 as a women's lineage organization, the NSCDA now has over 15,000 members in 44 Corporate Societies and owns, operates or supports over 90 historic properties and sites throughout the United States. Our mission is to promote respect for the people, places and events that led to the formation of our country through historic preservation, patriotic service, and history education programs.