



Membership Associate

ABOUT CTBUH

The Council on Tall Buildings and Urban Habitat is a nonprofit organization dedicated to smarter, more sustainable cities and a more viable future for global populations. CTBUH convenes the shapers of cities, providing the knowledge and resources that will transform cities into dense and livable centers of innovation.

WHO WE'RE LOOKING FOR

We are looking for an entry-level staffer with a passion for delivering great customer service to join our team. This position will work closely with the head of the membership team, supporting efforts to recruit and engage members, and will also work cross departmentally with other teams to ensure an excellent membership experience. This position reports to the Assistant Director of Member Engagement.

POSITION LOCATION

CTBUH is headquartered in Chicago, Illinois, with offices in Italy and China. This position is located in Chicago. Currently, staff are working from home due to the pandemic, but we anticipate returning to the office in June.

ESSENTIAL RESPONSIBILITIES

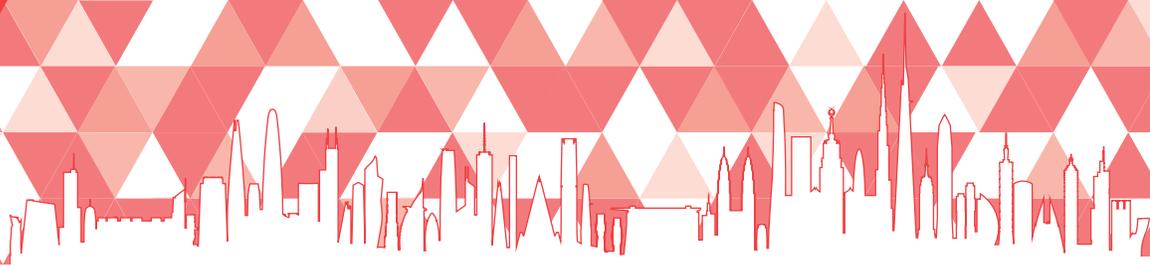
- Uses Salesforce to process member payments, applications and invoices. Works with finance, events and marketing teams to ensure customer data is updated and accurate in Salesforce.
- Responds promptly and accurately to member inquiries sent to general mailbox or received by phone.
- Updates member company pages and collaborates with research team to ensure project pages have accurate information.
- Assists Assistant Director with member communications and other initiatives, including member recruitment.
- Coordinates with finance team to track membership revenue.
- Works with chapters to prepare regular financial statements.
- Assists with coordination of member events.
- Prepares reports as requested.
- Other duties as assigned.

REQUIRED QUALIFICATIONS

- At least one year of experience in a membership function
- Experience using CRMs to manage membership functions
- Expert user of MS Word, Excel, and Outlook
- Excellent communication skills, both written and oral
- Highly detail-oriented and well organized
- Excellent communicator
- Nonprofit or association experience

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PREFERRED QUALIFICATIONS

- Salesforce experience

EQUAL OPPORTUNITY EMPLOYER

We believe at CTBUH that our work benefits from the diverse perspectives of our staff and the community we serve. We encourage applicants to review our diversity statement at ctbuh.org/edi-committee-statement.

CTBUH provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

HOW TO APPLY:

Qualified applicants should send cover letter, resume and three work samples to:
careers@ctbuh.org.

ctbuh.org/careers

