



## **Member Services Coordinator Job Description**

### **Duties and responsibilities**

- **Member Services General**
  - Collection of past and current dues from members. Including:
    - Processing membership dues and renewals
    - Tracking membership finances including payment failures, check processing, invoicing and reporting
    - Outreach to lapsed members
  - Provide prompt and courteous response to member donations, inquiries, and participation in events via in-person, phone, or webinar
  - Aides in developing goals and action plans with leadership team for membership development and retention
  
- **Member Retention**
  - Provide excellent customer service to existing members and build relationships with prospective members
    - Leverage current relationships with members to promote/upgrade membership
  - Aide the membership renewal and re-engagement process
  
- **CCIA Events**
  - Attend, table, and network at events and conferences when applicable, including:
    - Assists in selecting key sponsorships and partnerships
    - Work with Communications team to create event content and stand-alone emails for events and conferences
    - Stay current on CCIA work program in order to staff booth/table at events and provide information on CCIA
    - Assist in signing up new members at events
  
- **Communications**
  - Assist in sending out member communications in coordination with the Membership team
  - Respond to member inquiries

- **CCIA Committees**
  - Lead the open-enrollment and committee clean-up process
  - Monitor emails addresses and cancelations on committee lists
  
- **Member Development / Recruitment**
  - Follow up with inquiries from potential members
    - Schedules phone calls & in-person (when applicable) meetings with potential members
    - Responds promptly to inquiries from members and prospective members
    - Cold calls to prospective members
    - Research on potential members
  - Keep a detailed portfolio of strong prospects and is responsible for recruiting and onboarding.
    - Tracks portfolio in Asana with details such as progress, last contact, etc.

This is an hourly commission based position responsible for most of the organization's member recruitment and retention services. Additional duties may be added as needed. Ideal candidates will have experience in the cannabis industry, sales, networking, marketing, membership recruitment and growth strategies. We are willing to train the right person. Some travel and heavy lifting involved.

The mission of the California Cannabis Industry Association is to promote the growth of a responsible and legitimate cannabis industry and work for a favorable social, economic, and legal environment for our industry in the state of California. CCIA was founded on the principle of strength in numbers. The thousands of California businesses involved in our state-legal cannabis industry represent a significant economic force. As the industry's most influential state trade association, CCIA works everyday to ensure our burgeoning business sector is represented in a professional and coordinated way at the state level.

The California Cannabis Industry Association is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.