



AMMONIA ENERGY

ASSOCIATION

Position Title: Membership Manager

Reports To: Chief Operating Officer

AEA Background:

The Ammonia Energy Association (AEA) is a global non-profit organization that promotes sustainable technologies to accelerate the clean energy transition. Specifically, we advocate for ammonia to be produced using sustainable technologies, which could eliminate 1% of global GHG emissions, and for ammonia to be adopted in energy applications, which could enable the hydrogen economy and help to decarbonize hard-to-abate sectors.

The AEA was established in the US in 2004 as a 501(c)(6) membership organization with an academic focus. It relaunched as a global trade association in 2018 and is growing quickly, now with 215 corporate members around the world. In 2019 we hired our first part-time employee and today we have an international staff of seven.

Position Duties and Responsibilities:

The Membership Manager position is responsible for generating new memberships and the retention of existing members across all categories. The position also creates and manages meaningful business and professional experiences for members and is the driver of new revenues and recurring revenues generated from various programs, products, and services. The position reports directly to the Chief Operating Officer, while working in close collaboration with staff across the organization. While executing responsibilities individually, the Manager is adept at sharing information, reporting activity, and measuring success.

Must demonstrate exceptional member service and effectively communicate the AEA brand and value proposition. Provides a hands-on approach to initiating, managing, monitoring and fulfilling memberships, from prospective to new to actively current member companies.

Responsibilities and Specific Duties include:

Recruitment and Retention

- Increase membership and ensure high retention and engagement.
- Actively prospect for and recruit new member companies.
- Assists in the engagement campaigns which communicates the value proposition and specific benefits to the membership.
- Assists in ensuring database record population and accuracy.
- Assists in the monthly billing and collection of Member renewals.
- Acts as the liaison to the Membership Committee

Member Services

- Responds to member inquiries and service requests, and performs active follow up to ensure member satisfaction and increased member engagement.
- Monitors membership information on the AEA website.
- Represent AEA at various industry events, conferences, the annual meeting and other networking programs.
- Stay informed of association activities and respond to member inquiries or service requests.
- Assist in the preparation/execution of Membership surveys and evaluations.

Qualifications

- Previous, proven experience working on a team implementing membership recruitment and retention programs, benefits, products, and services.
- Ideal candidates should possess a minimum of 5 years applicable experience in membership positions, including a solid commitment and track record of exemplary member/customer service.
- AEA seeks an individual who sees change as positive, is “entrepreneurial” and works to build consensus between varied groups and interests.
- Ability to recognize and develop leadership skills of volunteers.
- Excellent verbal and written communications.

Requirements

- 5 years marketing and customer service experience in a manager level position with an industry/trade association
- Track record in acquiring and retaining membership a strong plus.
- Must be able to thrive in a fast-moving working environment.
- Experience working with membership software, preferably an established AMS system.
- Bachelor's degree (B. A.) or equivalent from four-year College or university

Location

The position is fully remote. International candidates are welcome, especially those based in locations where ammonia energy has significant momentum or opportunity.

Schedule

Full-time position, flexible hours. The role will require meetings across all time zones and occasional early mornings / late nights may be necessary.

Travel

Travel is negotiable; in-person attendance at conferences/events is desirable.

Salary and Benefits

Salary is negotiable based on experience. The AEA offers competitive benefits which include medical, dental, vision, 401K retirement plan with employer matching (after meeting employment requirements), unlimited paid time off, and monthly reimbursements for the use of personal devices/internet.

To Apply

Please e-mail jobs@ammoniaenergy with the subject line “Membership Manager Application,” and attach your resume and cover letter (both in PDF format).