



Job Description – Events and Membership Manager

Job Title:	Events and Membership Manager
Department:	Governance & Finance
FLSA Status:	Exempt
Reports To:	Director of Governance & Finance
Date:	February 2025

Position Purpose

The International Association of Antarctica Tour Operators (IAATO) is seeking an Events and Membership Manager. This position will support IAATO's Director of Governance in planning and developing domestic and international in-person and virtual meetings and events which are aligned with IAATO's vision and mission of safe, environmentally responsible private-sector Antarctic travel. In addition, the Events and Membership Manager will be the primary contact for membership inquiries and will coordinate with prospective members during the initial application process.

This is a hybrid position to be based within New England and ideally within commuting distance to the Providence, Rhode Island office. This position requires both domestic and international travel to meetings as required (approximately 10-15% annually).

Essential Duties and Responsibilities

Event Planning

- Development and dissemination of event Requests for Proposal (RFPs)
- Plan event details, including identifying appropriate venue, registration, menus, vendors, travel, logistics and addressing/troubleshooting potential problems that may arise
- Maintain a working knowledge of the complex requirements of a variety of events
- Deliver meetings to an exceptional standard while working with conferencing staff and audio-visual providers, including plenary sessions, off-plenary meetings and social events.
- Conduct site inspections.
- In cooperation with the Director of Governance, negotiate contracts, develop and managing event budgets while keeping within budget parameters
- In cooperation with the Communications Department, develop and update digital events calendars, create and maintain the Annual General Meeting page on the association's website to ensure maximum engagement from target audience
- Under the guidance of the Communications Department, develop event branding assets and PR materials
- Developing virtual event joining instructions and other SOPs pertaining to event planning
- Run planning Zoom (or similar) meetings and webinars, etc.

Membership

- Process all incoming membership applications to ensure applications are complete as per IAATO's membership policy and requirements



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- Act as liaison between the applicant and the Membership Committee to acquire additional information from applicant as necessary
- Follow-up on membership application inquiries
- Work with the Bookkeeper and Operations Data Manager to ensure new members are up-to-date with payments and member database entries
- Attend Membership Committee meetings with the Director of Governance as needed

Other Duties

- Establish and maintain relationships with vendors and venues of importance to the organization
- Attend and monitor meetings to ensure smooth running of the event, as appropriate
- Assist the Senior Management Team with organizing meeting content, i.e., agenda, meeting papers, meeting minutes
- International and domestic travel required approximately 10-20% of the year
- Coordinate presenters/speakers to ensure events keep to established time parameters
- Establish and maintain positive relationships with new and existing members
- Performs other related duties as required and assigned

Skills and Experience

- Proficient with MS Office, Survey Monkey, Adobe Acrobat, Meeting technologies, and website editing
- Motivated self-started
- Outstanding written and verbal communication skills
- Highly organized and strong attention to detail
- Excellent judgment and problem-solving skills
- Experience developing and managing international meetings as virtual and hybrid events
- Experience working with a variety of stakeholders
- Ability to manage live events up to 200+ people

Education/Certifications/Licensure

- Minimum 2 years' experience
- Associate's or Bachelor's degree preferred, but not essential

Language Skills

- Languages other than English are a benefit but not necessary.
- Fluent in written and spoken English

Physical Demands

The physical demands and environmental factors described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee will sit for long periods of time, and may use repetitive wrist and hand motions involved in sorting and handling documents. The employee is regularly required to reach, with hands and arms. Specific vision abilities required by this job include close vision and color vision. Employee will have close visual contact with a computer monitor constantly.

Acknowledgment



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I have reviewed the Job Description for the position of Events and Membership Manager. I have read and understand the duties and responsibilities and other aspects of the Job Description. I further understand that this Job Description will form the basis for the periodic evaluation of my performance. I acknowledge that my employment with the Company is on an “at will” basis which means that either I or the Company can end the employment relationship at any time, for any reason, with or without prior notice. It is understood that this Job Description is a summary of the primary responsibilities of my position. It is not intended to be a complete and total description of each duty and responsibility of the position as may be necessary. It is understood that the Company retains the right to change this Job Description at any time, for any reason, at its sole discretion.

Signature:

EMPLOYEE: _____ **DATE:** _____