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## **Job Description**

The Building Industry Association of Hawaii (BIA) is The VOICE of the Construction Industry. The BIA promotes our members through advocacy and education, and provides community outreach programs to enhance the quality of life for the people of Hawaii. The BIA is a not-for-profit trade organization chartered in 1955, affiliated with the National Association of Home Builders (NAHB). *Our members build the communities we all call home.*

### **Position Summary:**

We are looking for a self-starting, motivated person who excels at doing customer relations, sales, and marketing. The position is responsible for development and retention of both memberships and event sponsorships. Cultivates and acquires new members and sponsors while stewarding, retaining, and upgrading current members and sponsors.

We are looking for someone to take ownership of growing our membership—this is not a clock-in clock-out type of job. Successful candidates will be innovative, interested in making suggestions to improve the program, and creative in packaging and promoting membership and sponsorships. The Membership and Development Manager is energetic, thoughtful, highly personable in nature, has a positive attitude and values exceptional service, quality work, and personal relationships.

### **Essential Duties & Responsibilities:**

- Serve as the main contact for membership and responds promptly to inquiries from prospective members, members, directors, and others.
- Create, maintain, and develop relationships with BIA-Hawaii members.
- Develop goals and action plans with CEO for membership development and retention, including event sponsorships.
- Anticipate needs of members and communicates opportunities for new and renewing members to get involved with BIA.
- Create a schedule to ensure regular connections with existing members to ensure satisfaction, learn about areas for improvement, and discuss member benefits.
- Actively seek out, identify and connect with prospective new members.
- Survey members and create benefits and relationships to attract and cultivate new members.
- Analyze effectiveness of current membership program services, benefits, and policies on a regular basis. Recommends, designs, and implements changes to improve effectiveness.
- Assist in maintaining, managing, and promoting affinity programs/services and benefits.
- Coordinate with the National Association of Home Builders in promoting NAHB affinity programs, Associate Appreciation Month, and orienting new members with NAHB benefits.
- Develop and implement strategy for increasing non-dues revenue.
- Ensure event sponsorships are accurately acknowledged and tracked.
- Assist in creating and updating membership and marketing materials, including letters, flyers for upcoming events, welcome packets, fact sheets, membership directory, surveys, and others.
- Plans and executes membership events with Event Coordinator, including General Membership Meetings, Networking Nights, President's Receptions, and the annual Installation Banquet.
- Create invoices for events, monitor attendance, and close out payments for events.

- Manage execution of monthly membership meetings, including preparing meeting agendas, task assignments, meeting notes and handling meeting logistics. Oversees implementation of action items from committee meetings.
- Coordinate annual membership recognition awards.
- Provide monthly reports to the membership committee and board of directors for new member applications, renewals, and retention.
- Maintain current membership database. Process, maintain, and track monthly dues payments and reminders.
- Participate in various networking and promotional events
- Manages new member application process and produces new member certificates.
- Perform other duties as assigned.

### **Qualifications of Our Ideal Candidate:**

- Bachelor's Degree required.
- Minimum three years' experience in a non-profit membership or development program preferred.
- Strong experience with databases and demonstrated proficiency in MS Office.
- Graphic experience and knowledge of marketing principles, strategies, and tactics preferred.
- Strong analytical, report writing, and communication skills.
- Highly organized and detail-oriented, excellent time management skills with ability to meet deadlines and maintain composure under time constraints. Accuracy and timeliness essential.
- Ability to interact with people of all levels and backgrounds.
- Proven ability to work both independently and collaboratively to achieve departmental goals.
- Exceptional interpersonal skills; warm and pleasant demeanor.
- Demonstrated success in fundraising and outside sales.
- Demonstrated ability to create and execute successful events that include fundraising and various sponsorship opportunities.
- Ability to work well with others in a cooperative environment where teamwork and constant communication are essential.
- Professional appearance.
- Ability to project a friendly, warm, helpful, outgoing, and mature personality.
- Adept at making a sales pitch, comfortable with recruiting new event partners and sponsors.
- Ability to nurture ongoing relationships with sponsors to ensure solid retention each year.
- Extremely well-organized, goal-oriented and very high attention to detail.
- Articulate and comfortable in picking up the phone and calling people to track down information, following up on lapsed memberships, and responding to inquiries.
- Willing to learn and confident in proposing innovative ideas to management.
- Demonstrated ability to exercise good judgment, professionalism, and a collaborative style.
- Demonstrated ability to establish positive and productive working environments.
- Demonstrates high integrity and character that inspires trust.
- Ability and willingness to give and receive honest and balanced feedback.
- Is a team player and values accountability.

### **Other Requirements**

- Flexibility in working hours, as some evening and weekend work is required.
- Must have own car with proof of insurance and valid Hawai'i Driver's License

### **Supervisory Responsibilities**

This position does not have any direct reports but works closely with the BIA's Event Coordinator and Office Manager.

Job Type: Full-time