



Member Relations

Professional Attributes

This position requires strong sales skills, along with excellence in account and project management, with a primary focus on maintaining and developing relationships with corporate members. The ideal candidate is a self-starter who can work independently and collaboratively, manage multiple priorities, and meet deadlines. A creative mindset, outgoing and hospitable personality, and professional demeanor are essential. Strong organizational skills, attention to detail, and effective time and resource management are critical to achieving goals within established timelines and budgets. Excellent interpersonal and communication skills are required for engaging in both business and social settings. Proficiency in Microsoft Office, including Excel, Word, and PowerPoint, is expected.

Description of Position

This position is responsible for soliciting financial support and promoting engagement opportunities for members through events and publications. Key duties include managing the membership database to ensure accurate delivery of communications, overseeing advertising relationships, and handling external communications for the association's publications. The role also supports the development and production schedule of the *Arkansas Trucking Report* (bi-monthly) and *The Guide to Arkansas Trucking* (annual directory).

The position involves building and maintaining relationships, including identifying prospective members or sponsors and advising new or inactive members on maximizing their participation. Social engagement and hospitality are essential to help decision-makers recognize the value of their investment. The individual will also provide direct support for planning and executing meetings.

This is a primarily office-based role with standard Monday–Friday hours, though some travel and occasional extended hours are required for meetings, events, and project deadlines.

Primary Responsibilities

- Manage all member relations, external communications, and marketing of membership services
- Facilitate onboarding of new members and re-engagement of inactive ones
- Communicate services, networking, advertising, and sponsorship opportunities to members and prospects
- Assist with production scheduling and execution of magazine tasks including promotion, editorial, sales, design, proofing, printing, and distribution
- Manage advertising sales contracts: execute, track, verify fulfillment, and submit reports for invoicing
- Oversee marketing, retention, contracts, and invoicing for Founder Club memberships and benefits
- Support staff with assigned project-based work
- Attend association events such as meetings and seminars
- Provide phone coverage as needed
- Perform other duties as assigned

Salary Range and Benefits

- \$52,000 - \$62,000
- Bonus potential
- Major family medical and family dental plan fully paid
- Cell phone and monthly service fully paid
- Short and long term disability, life and AD&D insurance
- 401(k) contribution of 6% salary after one year of employment