

WTSI Job Description

Job Title:	Manager, Membership and Chapter Relations
Reports to:	Director, Membership and Chapter Relations
FLSA Status:	Exempt
Work Location:	In Office and Hybrid (exact schedule to be agreed upon with supervisor and in accordance with the Employee Handbook).

Company Summary: Women's Transportation Seminar International's (WTSI) mission is to attract, sustain, connect, and advance women's careers to strengthen the transportation industry. The association has over 10,000 members, including women and men, providing access to professional development, networking opportunities, mentoring programs, and unparalleled access to industry and government leaders in the transportation sector.

Position Summary: Reporting to the Director of Membership and Chapter Relations, this position provides operational and administrative support to WTS International members, chapters, and regional councils. This role focuses on delivering excellent member service, maintaining accurate data and reporting, and improving processes that support membership growth, engagement, and retention.

Supervisory Responsibilities: none

ESSENTIAL DUTIES

Membership, Chapter, and Regional Council Support

- Provide high-quality customer service to members and volunteer leaders.
- Respond to member and chapter inquiries via email, phone, and Zendesk.
- Provide administrative and project support to the Director.
- Prepare and distribute monthly membership reports, quarterly report forms, and annual chapter roster reports; track completion rates.
- Support chapter leader calls, including scheduling and technology coordination.
- Participate in chapter leader orientations to present membership information.
- Process monthly chapter rebates and maintain related reports.
- Manage annual chapter roster updates in the AMS (currently ACGI).
- Maintain chapter foundation account reports and manage annual access updates.
- Track chapter compliance requirements and maintain required documentation.
- Assist with development of member and chapter resources and digital assets.

Systems and Data Management

- Maintain accurate membership, chapter, and regional leadership records.
- Track and analyze membership data, including recruitment, retention, and historical trends.
- Assist with preparation of monthly, quarterly, and annual membership reports.
- Support development and implementation of data-driven membership strategies.
- Monitor member benefits and track utilization.
- Conduct regular database audits to maintain data accuracy and remove duplicates.
- Troubleshoot AMS issues and coordinate feedback from staff and volunteer leaders.
- Assist in developing system training resources for members and chapter leaders.
- Support research related to membership campaigns and engagement initiatives.

Chapter Technology and Engagement Support

- Train and support chapter leaders in use of the Higher Logic community platform (MyWTS).
- Provide research and reports for chapter membership chair meetings.
- Track chapter engagement metrics and participation in recognition programs.
- Support chapter leader training through research and reporting.
- Track submissions for recognition programs, scholarships, and awards.
- Assist with student chapter research and outreach.

Chapter Development and Recognition

- Maintain tracking documents for chapter recognition programs, including Circle of Excellence.
- Prepare reports supporting chapter awards and competitions.
- Monitor submissions and troubleshoot system issues related to awards programs.

Additional Responsibilities

- Prepare regional council membership reports as needed.
- Coordinate website updates related to regional council leadership changes.
- Provide pre-planning and on-site support for the Annual Conference and other events as needed.

The above job description is not intended to be an all-inclusive list of duties and standards of the position.

QUALIFICATIONS

- Highly organized self-starter with strong administrative and project coordination skills.
- Strong customer service orientation and ability to work collaboratively with volunteers.
- Bachelor's degree preferred.
- Minimum of 5 years of experience in an association, nonprofit, or similar environment preferred.
- Experience working with volunteer leaders strongly preferred.
- Strong written and verbal communication skills.
- Proficiency in Microsoft Office and database management systems; AMS experience preferred (ACGI a plus).
- Strong attention to detail and data management skills.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The abovementioned requirements represent the required knowledge, skill, and/or ability. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

COMPENSATION AND BENEFITS

- **Compensation:** The salary range for this position is \$70,000-\$85,000 annually.
Note: This range represents the District of Columbia's "good faith" estimate of the base compensation for this role at the time of posting. Final pay is determined by factors including experience, skills, and internal equity.
- **Healthcare:** This position is eligible for full healthcare (medical, dental, and vision insurance). WTS International covers 100% of the employees' and children's premium for medical, dental, and vision benefits.
- **Retirement:** Eligible for 401(k) enrollment after 6 months of employment.
- **Paid Time Off:** 12 days PTO years 1 and 2, plus 12 holidays, 10 days annual sick leave.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

This position primarily operates in an office environment and requires prolonged periods of sitting and computer use. Occasional standing, walking, and lifting up to 25 pounds may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. This position does require travel.

WTS International is an equal opportunity employer. In accordance with the DC Human Rights Act, we do not discriminate based on race, color, religion, sex, age, or any other protected characteristic.