



Membership & Program Specialist, ATIXA

Are you a self-motivated, experienced, and friendly customer service professional who enjoys assisting others? Are you good at “doing the details” to ensure a client’s needs are efficiently addressed? Do you enjoy working in a collaborative, team-centered environment? Read on!

About the Position

TNG is looking for an individual with excellent customer service skills to join us as an association Membership & Program Specialist. As the “front line” in member service support, the ATIXA Membership & Program Specialist is responsible for providing efficient, effective, friendly, concierge-level client service to ATIXA (Association of Title IX Administrators) members, clients, and prospective clients.

In addition, the Membership & Program Specialist will update the Association Management System, process routine transactions, complete database integrity and clean-up processes, and provide support to a variety of internal and external ATIXA activities and programs.

You’ll also collaborate with colleagues throughout our Association and Training Operations group, as well as some external vendors.

Title: Membership & Program Specialist, ATIXA

Reports to: ATIXA Executive Director

Job Type: Full-time

Work Location: King of Prussia, PA office (“3 days in/2 days remote” is acceptable)

Responsibilities:

- Serve as the first line of response for most member and prospective member inquiries incoming by phone or email, answering queries and direct prospects/members to the appropriate staff or website resource
- Explain membership options, process memberships/renewals, run membership reports
- Complete membership and client-related tasks
- Process membership related inclusion tasks
- Answer questions about Association resources, products, and services
- Complete Association vendor forms, invoice follow-up, and credit expiration
- Maintain the association website, including resource archive, and job board listings
- Assist with preparation for the annual conference(s)
- Assist with annual training and certification events, as needed

- Assist with registrations for association trainings, events, as needed
- Maintain current member listserv and mailing list
- Assist the Executive Director, Program Coordinator, and other team members

Travel: Incumbent may be expected to have occasional domestic travel to be on-site for conferences, trainings, and events. This may occasionally include evening and weekend commitments.

Skills/Experience:

- Strong customer service orientation: Friendly, helpful, patient, and able to communicate clearly and concisely in writing and by phone
- Strong multi-tasker able to handle multiple projects, priorities, and competing deadlines at once
- Excellent attention to detail
- Proficiency in Excel required, experience with Association Management Systems helpful
- Background in membership associations and/or higher education or K-12 environment preferred
- Collaborative, functions well in a team environment
- Problem solver who will pursue solution until client need is addressed
- Fully proficient using Microsoft Office programs, including Word and PowerPoint
- Proficient using Zoom

About the Company

TNG is a vibrant, growing firm that offers the chance to “do well by doing good.” Our mission: to enhance the safety of schools and workplaces by offering comprehensive solutions to eliminate violence, discrimination, and misconduct.

For over 20 years, we’ve consulted with thousands of schools, colleges, workplaces, and organizations to empower them to become safer and healthier communities. We operate two professional associations, ATIXA (Association of Title IX Administrators) and NABITA (National Association for Behavioral Intervention and Threat Assessment) and provide training and consulting services on Title IX, Behavioral Intervention Teams, and Threat Assessment.

We’re a close-knit team that’s passionate about serving clients, demonstrating excellence, and achieving positive results. Our employees describe our firm as values driven, performance oriented, collaborative, caring, and fun!

TNG is committed to fostering a diverse and inclusive environment. We are proud to be an

equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, veteran, or disability status.

Please send your resume to recruiting-assistant@tngconsulting.com