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## The iA Institute Seeks a Membership Coordinator

Casual, hard-working, small B2B publisher in Rockville, MD, seeks a process and detail-oriented membership and sales coordinator to help in on-boarding, servicing, and renewing members in our membership organization. This position covers communication, reporting, event coordination, and other activities. Our office dress code is casual every day.

### Who We Are

Our company overall covers several niches in the financial services industry all revolving around debt, including the payment of healthcare, automobile, credit cards, student loans, and other bills.

Our daily e-newsletter is the go-to independent publication in the industry. Our website ([insideARM.com](http://insideARM.com)), reports, and newsletters reach collection agencies and law firms, debt buyers, creditors, suppliers of technology, servicers to these groups, regulators, industry investors, and many other interested parties.

We also produce several industry-leading conferences known above all for their rich content and collaborative design, and host several membership groups, including the [Compliance Professionals Forum](#) (visit [theiAinstitute.com](http://theiAinstitute.com) to see all of our initiatives).

### The Job

We are seeking a part time (3 days/week) membership coordinator who can work both independently and in a small team environment to manage prospect leads (in a support role), process new member registrations, train members in the use of our website and tools, support members' on-going needs, and help to ensure their annual renewal. As we grow membership, this has the potential to become a full-time role. The schedule for this position is flexible, i.e. could be 3 full days, 5 mornings, etc.)

As a small team, we greatly value each person's contribution. Your level of responsibility will be limited only by your own aspirations. Everyone here has assumed many roles over the years and evolved into positions that best match their skills. Our culture is not especially corporate. We are casual and flexible, yet diligent, accountable, and well-organized.

## What We Want from You

A passionate devotion to process and detail; strong Excel skills; a customer-service orientation and desire to work with clients; a high level of enthusiasm to dive in, learn, and grow.

And, low drama. We work best with folks who have an even keel, and strong work ethic.

We also need to see good writing skills (this is not a writing job, but we are a media company – it's important that all of our communications are professional and well-written).

Finally, a smart, dry sense of humor would be a great plus, as we'd love to see you fit into our culture.

## Interested?

If what you read piqued your interest, please send a resume and cover letter explaining your interest and general salary requirements to [aaron@insidearm.com](mailto:aaron@insidearm.com).

Hint: it would be awesome if we could get a sense of your personality and writing skills through the cover letter!

Note: resumes without cover letters will not be reviewed.