

Membership Coordinator

National Field Archery Association

Where: NFAA Headquarters; Yankton, SD

Hours: Full-Time, On-Site

Pay: Based on Education and Experience

The National Field Archery Association (NFAA) is a non-profit corporation dedicated to the sport of archery and is the largest field archery organization in the World. The NFAA is made up of 49 affiliated states with over 15,000 members nationwide. The NFAA hosts local, state, sectional, national and international archery competitions in several archery disciplines throughout each year.

The Membership Coordinator will serve as the front line for managing the needs of NFAA members. The Membership Coordinator will assist with member retention and recruitment, membership communication, and maintaining member satisfaction.

Responsibilities will include:

Membership & Customer Service

- Answer phone calls and assist with membership inquiries.
- Process phone and mail-in memberships, payments, and updates in the membership database.
- Handle member communication via email, phone, newsletters, website updates, and Archery magazine.
- Assist with tournament registrations and payments over the phone.

Membership Database & System Management

- Manage member and state officer correspondence related to the online membership database.
- Assist with technical issues and provide training for staff and officers.
- Develop and update tutorials for the online support center.
- Gather and communicate feedback to improve the membership system.
- Oversee renewal notifications, including mailing renewal forms, verifying email processing through Sport80, and ordering outreach materials.
- Manage membership cards and member packets.

State & Club Support

- Work with state officers, club secretaries, and staff to update the membership database and improve club retention.
- Assist with club renewals and range inspections.

Reporting & Process Management

- Process and reconcile daily/weekly membership income reports.
- Create and distribute quarterly membership reports on membership trends and demographics.

Technical & Administrative Support

- Manage ZenDesk (customer service platform) tickets, assign requests, and develop tutorials for common issues.
- Work with Sport80 to troubleshoot system bugs and develop new features for state organizations.
- Develop an admin/staff training manual for the Sport80 system.

Office & Inventory Management

- Assist facility walk-ins and provide customer service.
- Order and manage office supplies.
- Process and manage online merchandise orders, update inventory, and monitor stock levels for reorders.

Qualifications:

- Experience in customer service or a similar customer-facing role.
- Proficiency in technology and SaaS platforms, with the ability to navigate multiple systems.
- Strong skills in Microsoft Office, especially Excel, PowerPoint, and Word.
- Experience with Mac operating systems is a plus.
- Professional demeanor, including workplace confidentiality and strong interpersonal skills when interacting with members, sponsors, and NFAA officers.
- Ability to anticipate project needs, set priorities, and meet deadlines.
- Strong organizational and multitasking skills to manage multiple projects effectively.
- Positive and upbeat attitude, with the ability to handle high-pressure situations calmly.
- Strong teamwork and collaboration skills.
- Experience with database management or familiarity with database systems is a plus.

There are additional opportunities to assist with special projects or events. Some events may require travel, and if necessary, compensation for tournament attendance will include all travel, room, and board. Participation in these opportunities is optional and can provide valuable experience in event operations.

To apply, submit resume to Morgan Wittmeier:

- Mail: 800 Archery Lane Yankton, SD 57078
- Email: mwittmeier@nfaausa.com
- Fax: 605-689-0488