

# Membership Coordinator

## NC REALTORS® – Finance Department

NC REALTORS®, a statewide trade association representing more than 54,000 members and supported by a team of approximately 35 staff, is seeking a **Membership Coordinator** to join our Finance Department. Reporting to the Controller, this role works on a Finance team of 6 and manages the financial and administrative functions of member accounts, ensuring accurate billing, timely payments and renewals, and high-quality customer service to members, local associations, and affiliates across North Carolina.

### About the role

The Membership Coordinator owns day-to-day membership processing, customer service and related accounting activities. This is a role with a strong focus on data integrity, attention to detail, and strong and consistent communication and collaboration with colleagues across the organization. This position is ideal for someone who enjoys working with numbers, systems, and processes, but also thrives on helping people and communicating clearly in a fast-paced, service-oriented association environment.

### Key responsibilities

#### *Membership administration*

- Administer the membership database, maintaining accurate, up-to-date records for all NC REALTORS® members.
- Serve as primary system administrator for membership, including setup, updates, and troubleshooting in the existing RAMCO Association Management System (AMS) built on Microsoft Dynamics.
- Process new memberships, renewals, credits, transfers, terminations, and secondary memberships in a timely and accurate manner.
- Maintain committee membership records and support membership-related governance needs.
- Coordinate onboarding communications, renewal notices, and member updates to ensure clear, consistent information flow.
- Generate and distribute monthly membership reports, sharing insights with internal departments as needed.

- Assist with policy enforcement and compliance related to membership eligibility and dues collection.
- Review and update the Membership Policy and Procedures Manual annually and support process improvements for greater efficiency and accuracy.

#### *Accounting and bookkeeping*

- Prepare and process membership invoices, payments, refunds, and dues in accordance with established accounting procedures.
- Manage accounts receivable activities, including invoice creation and distribution, posting payments, reconciling accounts, following up on delinquent balances, and providing necessary reports.
- Perform monthly reconciliation of general ledger accounts related to eCommerce revenue, deposits, dues, and local board credits.
- Record and verify all membership-related financial transactions for accuracy and compliance, and assist the Controller with audit preparation as necessary.

#### *Cross-team collaboration and projects*

- Partner with internal departments to support membership initiatives, campaigns, and communications.
- Provide database support and accounts receivable information to NC REALTORS® staff, ensuring they have what they need to serve members effectively.
- Participate in data-related projects (integrations, new reporting, and billing setups) and help ensure billings align with the financial statements.
- Support related entities with membership and billing projects, as assigned.
- Assist in backing up department members and performing other membership and finance projects and tasks, as needed.

### **Required skills and qualifications**

#### *Education and experience*

- Associate's degree preferred, or a minimum of 2 years of bookkeeping and administrative experience.
- Working knowledge of accounting principles and practices, especially accounts receivable and reconciliations.

- Experience with AMS/CRM or membership database systems; RAMCO experience is strongly preferred or the ability to quickly learn comparable association management software.

#### Technical (hard) skills

- Proficiency with Microsoft Office, particularly Excel (sorting/filtering, basic formulas, reconciliations), Outlook, and Word.
- Comfort working in database environments—seeking data relationship, running queries, producing reports, and maintaining data accuracy.
- Excellent problem-solving, analytical, and time management skills.
- Solid bookkeeping skills, including preparing invoices, posting payments, and reconciling accounts.
- Ability to learn and apply association membership policies and billing rules across multiple member types and entities.

#### Soft skills and competencies

- Strong attention to detail and accuracy, especially when handling large volumes of member and financial data.
- Excellent written and verbal communication skills, with the ability to explain membership and billing information clearly to members, local associations, and colleagues.
- Demonstrated collaboration skills, including working closely with finance, membership, and other internal teams to solve problems and improve processes.
- Customer-service orientation, with patience and professionalism when responding to questions and resolving issues by phone, email, and in person.
- Strong work history, including organizational and time management skills; able to prioritize multiple tasks, meet deadlines, and remain composed in a fast-paced environment.
- Punctual and self-motivated with the ability to make sound decisions independently within established policies and procedures.
- High level of integrity and discretion in handling confidential financial, personal, and membership data.

Compensation for this role may range between 50-60k annually based on experience. NC REALTORS provides a comprehensive benefits package including health insurance, dental insurance and vision insurance.

NC REALTORS® offers a generous benefits package with ongoing training provided.

These are general descriptions of the Duties, Responsibilities and Qualifications required for positions. Physical, mental, sensory or environmental demands may be referenced in an attempt to communicate the manner in which positions traditionally are performed. Whenever necessary to provide individuals with disabilities an equal employment opportunity, NC REALTORS® will consider reasonable accommodations that might involve varying job requirements and/or changing the way this job is performed, provided that such accommodations do not pose an undue hardship.

NC REALTORS® is an Equal Opportunity Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender, age, religion, disability, sexual orientation, veteran status, marital status or any other characteristic protected by law.

### **How to apply**

Please submit your resume and a brief cover letter describing your experience with membership, bookkeeping, and database systems, and how you approach collaboration and communication in a team environment. Applications will be reviewed on a rolling basis until the position is filled.