

Position Description

Position: Coordinator, Membership Engagement

Department: Engagement

Reports To: Director, Membership Development & Engagement

ABOUT DRI

DRI is the leading organization of defense attorneys and in-house counsel. Membership in DRI provides access to resources and tools for attorneys who strive to provide high-quality, balanced, and excellent service to their clients and corporations. DRI is host to 29 substantive committees whose focus is to develop ongoing and critical dialogue about areas of practice.

DRI provides access to resources and tools to grow your practice – members can search a database of more than 65,000 experts, attend renowned CLE seminars, conferences and webcasts, network with 16,000+ like-minded defense practitioners and more.

POSITION SUMMARY

The Coordinator, Membership Engagement works with the Director of Development & Engagement and the Vice President, Engagement to support the work of the Membership Department and Engagement Division. The individual will have frequent contact with members, customers and leaders and will assist in implementing membership acquisition, engagement, and retention efforts.

KEY RESPONSIBILITIES

Key duties and responsibilities include, but are not limited to:

- Support development and implementation of membership recruitment, engagement, and retention campaigns
- Coordinate timely, accurate implementation of member welcome and renewal reminder emails, engagement communications for current, expired and terminated members.
- Continually seek new and innovative ways to deliver an excellent membership experience through improved processes and procedures, and tracking campaign effectiveness
- Assist with planning and execution of membership activities for DRI Seminars, and the DRI Annual Meeting (including the Annual Meeting First Timers Program)
- Maintain the Membership Inbox, and ensuring timely and accurate responses to internal and external inquiries
- Support Director in running accurate and timely reports on all membership retention and recruitment activities, including monthly membership reports
- Support membership data initiatives including research/updating of member contact information
- Serve as a back-up in answering the main phone line and inbox, addressing or directing member inquiries to the appropriate DRI contact or department
- Serve as an expert and provide member support on resources include the DRI Communities and the DRI seminars app
- Works with all internal departments and numerous volunteers, including Regional Directors, the DRI Membership Committee and State Representatives.



QUALIFICATIONS

- Bachelor's degree required (minimum)
- Excellent communication skills for both internal and external interactions, including written and verbal communication
- Effective time management skills, with an ability to multi-task and work in a fast-paced environment
- Ability to act with integrity, professionalism, and confidentiality
- Ability to work independently and as a team
- Ability to engage effectively with a diverse group of members and stakeholders.
- Strong knowledge of Microsoft Office suite including – Excel, Word, and PowerPoint
- Proficiency with or the ability to quickly learn the AMS/CMS database
- Strong organizational and problem-solving skills, with attention to detail and accuracy
- Bachelor's degree in business administration, communications, or a related field a plus
- At least 2 years of experience in customer service, member support, or administrative role preferred
- Familiarity with professional associations or legal industry environments is a plus

WORKING CONDITIONS

- This position works 37.5 hours per week Monday through Friday around core business hours
- Prolonged periods of sitting at a desk, answering phones and working on a computer
- Must be able to lift 15 pounds at times
- Some travel may be required

EQUAL OPPORTUNITY EMPLOYER

DRI provides equal employment opportunity without regard to race, color, creed, gender and gender identity or expression, age, mental or physical disability, medical condition, including pregnancy and childbirth, religion, national origin, marital status, sexual orientation, ancestry, genetic information, political belief or activity, veteran or military discharge status, or any other basis protected by local, state, or federal law and regulations under Title VII. The policy applies to all employment practices, including but not limited to recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

BENEFITS

Salary Range: \$40,000 to \$50,000

- Life Insurance
- Medical Insurance: PPO/HSA/HRA/HMO, Prescription Drug Program, and Prescription Drug Copay are available
- Dental Insurance
- Vision Insurance
- Short-Term and Long-Term Disability
- Work/Life Balance Program & Identity Theft Insurance
- 401k w/ Employer Match
- Up to 15 vacation days per year
- Up to 12 sick days per year, which accrue monthly
- Up to two personal days per year

Updated: June 2025