

# Membership and Administrative Specialist

Washington, DC  
Full-time, non-exempt

## Position Overview

Reporting to the Managing Director of Finn Church Aid Americas, the Membership and Administrative Specialist supports membership development and member relations for the Network for Religious and Traditional Peacemakers (Peacemakers Network) by implementing strategies and initiatives to recruit and retain members. The Specialist serves as the first line of contact for prospective member inquiries and is critical in increasing current member engagement. Additionally, the Specialist provides administrative support to DC-based staff and is responsible for coordinating general office/ administrative operations, including handling event logistics, travel planning, and invoice processing/ travel reimbursement claims. The role requires strong self-direction and significant interaction with members, prospects, and staff. The incumbent will be employed by FCA Americas but seconded to the Network for Religious and Traditional Peacemakers.

## Membership Coordination Responsibilities (70%)

- Maintain superior relationships with existing and prospective members through exceptional customer service by phone, in person, and email.
- Track membership data and statistics and prepare reports on membership diversity, engagement, and satisfaction.
- Follow the work and progress of members, identify opportunities for collaboration, and help connect peacemakers with one another to address their shared needs.
- Respond to inquiries concerning membership and benefits and process new membership applications.
- Identify prospective members and supporters, in conjunction with the Peacemakers Network's regional program managers.
- Coordinate the onboarding process for new members to include the distribution of new member materials and the scheduling of orientation sessions with the Executive Director.
- Organize the Annual Advisory Group Meeting, bi-annual Steering Group meetings, roundtables/ briefings, etc.
- Represent the Peacemakers Network and conduct in-person outreach at events, one-on-one meetings and other opportunities as needed. May include evening and weekend events.
- Serve as the liaison to Peacemakers Network staff for all membership-related activities.
- Work with the Communications Manager to develop relevant collateral materials (print and electronic) for Peacemakers Network programs and initiatives.
- Stay apprised of Network programmatic activities, policies, and services to respond to inquiries.
- Perform the essential functions of the position, and other responsibilities as may be assigned by the Director(s).

## Administrative Specialist Responsibilities (30%)

- Coordinate general office/ administrative operations, including ordering supplies, maintaining filing system and records, including membership files, copies of outgoing communications and financial transactions.
- Prepare/ compose correspondence and presentations, handle information requests, and maintain calendars and schedules.
- Process invoices, payment orders, and staff reimbursement claims.
- Arrange and coordinate travel and travel reimbursement for Director(s).
- Assist colleagues in New York and Helsinki in the planning and coordination of US-based missions/ visits and events including roundtables, briefings, etc.
- Represent Director(s) or other colleagues in meetings, including taking notes and drafting briefings as needed.

- Perform other administrative duties as required to support the mission and function of the office.

## Qualifications and Requirements

- A bachelor's degree and 3-5 years of membership coordination and administrative support experience at an association or NGO is required.
- Substantial familiarity with nonprofit membership best practices, tools, and techniques and with organizations in the peace-building and international development sectors.
- Event planning skills including, the coordination of all logistics (venue, transportation, accommodations, visa applications etc.), communications with participants/ speakers, and any necessary follow up.
- Possess a strong attention to detail, high standards, and a passion for accuracy, especially error-free data entry and writing.
- Ability to communicate with individuals/ organization in an enthusiastic, passionate, and persuasive manner to promote Network membership.
- Ability to deal effectively and tactfully with a wide variety of people in correspondence, on the telephone, via email, and in person.
- Demonstrate excellent interpersonal skills, independent and pro-active way of working/problem-solving.
- Fluency in English is essential; knowledge of other languages is an asset.
- Unpredictable working hours and frequent travel (some international) may be required.
- **Must be authorized to work in the United States.**

## Essential Knowledge/Skills Required

Ability to work both independently and as part of a small team, with capacity to receive and accept constructive feedback, take initiative, proactively manage work, and demonstrate solid problem-solving skills. Sound organizational skills and the ability to meet deadlines under pressure is essential. Must be able to quickly grasp and accurately implement conceptual plans in a timely manner with attention to detail. Must possess a high level of individual initiative and creativity. Excellent English verbal and written communication skills a must, with proficiency in Microsoft Office (Outlook, MS Word, Excel and PowerPoint) and Adobe Photoshop. Must be an enthusiastic, outgoing and self-motivated team player who enjoys helping others.

## Organization Overview

The Network for Religious and Traditional Peacemakers (the Network) was founded in 2013 as a concrete response to the growing awareness among peace mediation organization and the United Nations, that religious and traditional actors are vital, but underutilized, actors in peacemaking processes. Since its founding, the Network has grown into a community of peacemakers ranging from grassroots religious and traditional actors to international NGOs, think tanks, and academic institutions. The Network strengthens peacemaking through collaboratively supporting the positive role of religious and traditional actors in peacebuilding processes and through connecting them to national and international peacebuilders.

**To apply, please submit a resume and a cover letter to [fca.americas@kua.fi](mailto:fca.americas@kua.fi) detailing your interest in the Network and your relevant experience working with membership programs and administrative duties.** Candidates will be considered until Friday, May 12.

*FCA Americas is an equal-opportunity employer that is committed to promoting a diverse and inclusive workplace. We welcome applications from all qualified individuals regardless of race, color, national origin, gender, sexual orientation, age, religion, physical or mental disability, marital status, veteran status, or other factors protected by law. Successful completion of a background investigation is required.*