



KENTUCKY DISTILLERS' ASSOCIATION

DIRECTOR OF MEMBER SERVICES

SERIOUS INQUIRIES ONLY

SUMMARY

The Kentucky Distillers' Association, a 141-year-old non-profit organization that unites, promotes, protects and elevates the Commonwealth's signature Bourbon and distilled spirits industry, is accepting applications for a Director of Member Services.

Founded in 1880, the KDA is the voice for Bourbon and spirits issues.

Its diverse and growing membership of 52 distilling companies produce the overwhelming majority of the world's Bourbon, from legendary, global brands to emerging micro distilleries that are crafting the next generation of America's only native spirit.

This critical position will support the KDA in developing, leading and coordinating membership activities, inquiries, communications and recruitment. This position is based in Frankfort, the Capital city of Kentucky.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee development, planning and management of the KDA's membership initiatives, including membership applications process and member retention and recruitment efforts.
- Plan and direct policies and initiatives for addressing member inquiries.
- Develop strategies and goals for KDA Partner member recruitment and retention.
- Create, update and distribute information to members and prospective members.
- Develop regular reports on membership metrics and may recommend/develop new member programs and services.
- Keep accurate membership records and databases and ensure dues are paid on a timely basis and personal acknowledgements of payment are generated.
- Develop, implement and promote the KDA Annual Meeting of Members, State Dinner and other membership events, briefings, programming and best practices activities.
- Support the Communications Manager to develop and ensure successful and timely implementation of member and Partner member communications and research.
- Maintain an in-depth knowledge of KDA program areas and ensure the Association is providing value, fulfilling needs and exceeding expectations of all members.
- Work with President to align revenue and program expenses to ensure organizational strength and health.
- Work with the KDA President to explore and recommend new areas of membership to strengthen the Association's mission, vision and purpose.

- Assist with KDA event execution and member coordination, as applicable, including the Kentucky Bourbon Hall of Fame and the Order of the Writ – Spirit of Kentucky Bourbon Society.
- Other duties as assigned.

The ideal candidate will be experienced in handling a wide range of duties with little or no supervision, be exceedingly well-organized, able to manage multiple priorities simultaneously, follow through on issues in a timely manner and work effectively under tight deadlines.

This is a time-intensive job that requires strategic communications skills and a tireless work ethic to efficiently and effectively lead the KDA's member services initiatives to a growing membership and new audiences, positively interact with all stakeholders, and ensure return on investment and value.

This position also requires excellent judgment and discretion with confidential and sensitive information and a high level of professionalism. The candidate will adhere to fiduciary responsibilities and other budgetary matters, and will ensure that the Association obeys all ethical and legal requirements.

MUST HAVE:

- A four-year college degree in marketing, business or similar field.
- Three or more years of experience in membership or constituent management position.
- Excellent interpersonal, written and verbal communication skills.
- Professional demeanor, collaborative and curious by nature.
- Comfortable meeting new people and making connections.
- Problem-solving skills with stakeholders, ability to anticipate needs, determine priorities and meet deadlines.
- Experience with database management and Microsoft Office suite of tools.
- A flexible team player with a strong ability to collaborate across a diverse organization and drive a shared agenda that recognizes and supports different levels of needs.
- Solid organization, time management, follow-through and multi-tasking skills.
- Positive attitude, high energy, self-motivated, and passion for Kentucky Bourbon.

Some evening and weekend responsibilities required, including some travel.

SALARY AND BENEFITS

- Salary commensurate with experience
- Benefits include medical, dental, vision and life insurance
- Annual merit bonus opportunity
- Retirement plan, including employee contribution and employer match
- Holiday and vacation pay, commensurate with experience
- Headquarters in Frankfort

MORE INFORMATION

Send a formal cover letter, detailed resume, references and salary expectations to eric@kybourbon.com with “KDA Member Services Search” in the subject line.

Applications that are submitted to other e-mail addresses, or that do not contain “KDA Member Services Search” in the subject line, will not be accepted.

Hard copies may be submitted to KDA Member Services Search, 100 Capital Avenue, Frankfort, Ky. 40601.

The Kentucky Distillers' Association is an Equal Opportunity Employer. Nothing in this posting or description should be construed as an offer or guarantee of employment.