



Director of Marketing and Member Services National Grain and Feed Association

The **National Grain and Feed Association (NGFA)** represents approximately 900 member companies in the grain, oilseed, feed milling, processing, biofuels, integrated livestock, brokerage, transportation and affiliated industries. The Director of Marketing and Member Services will lead NGFA's member recruitment and retention efforts.

Position Description and Benefits: The NGFA is hiring for the position of Director, Marketing and Member Services. Final title and salary commensurate with work experience. NGFA offers a competitive benefits package including health and dental, life insurance, HSA/FSA, 401K with employer match, paid vacation and personal days. This position is full-time and required to be based in the Midwest, close to NGFA membership.

Position Summary: Responsible for the overall management and execution of NGFA's membership activities including dues collection, new member recruitment and member retention. Expected travel includes the following NGFA annual events: Convention (March, national), Summer Legislative Fly In (June, Washington, DC), Board of Director's Meeting (September, national), Country Elevator Conference (December, Midwest), and other meetings as requested. Additional travel for individual meetings with NGFA existing and potential members also expected.

Principal Responsibilities:

- Manage biannual membership dues collection process (40%)
 - Communicate dues information to membership, act as first and main point of contact on all questions related to dues payments and dues payment process.
 - Track payment status of all dues payments and ensure collection process is completed according to internal dues collection schedule.
 - Forecast dues amounts and contribute to annual budget process.
 - Create various progress reports for presentation to Association leadership at Board, Executive Committee, and other meetings.
- Lead efforts for retention and recruitment of existing and new members across several membership types (35%)
 - Work with President and CEO and Vice President, Marketing and Member Services to target direct engagement with members and potential members and to develop membership goals and objectives.
 - Conduct in-person visits to key existing and potential members as determined by President and CEO.
 - Facilitate member understanding of membership benefits and opportunities for engagement, including specific benefits and opportunities available for each membership type.
- Serve as staff liaison to NGFA Business, Merchandising, and Operations committee (BMOC) (15%)
 - Maintain a current understanding of the issues affecting association membership.
 - With committee chairman, create committee meeting agendas, create meeting materials for distribution, and maintain committee meeting minutes.



- Work with association administrative and policy staff to address concerns brought forward by committee members.
- Work with Vice President, Marketing and Member Services on the administration of member engagement opportunities such as events, trade shows, programs, sponsorships, and other partnerships as requested (10%)

Required Skills:

- College degree and minimum five years' experience in agribusiness, member services, sales, or related fields required.
- Understanding of U.S. and global agriculture and agribusiness.
- Previous experience in grain and feed merchandising, trading, or transportation a plus.
- Ability to gather and analyze data.
- Ability to anticipate problems and identify solutions.
- Comfortable presenting to business leaders and C-Suite level executives.
- Self-starter, able to work on multiple tasks in a rapidly changing environment with many responsibilities.
- Passion for customer service and a "How can I help?" mindset.
- Excellent written and oral communications skills.
- Must reside in or be willing to relocate to the Midwest, close to NGFA membership.
- Willingness to travel 25 to 30 percent.

Reporting Relationship: Reports to NGFA Vice President of Marketing and Member Services

How to Apply: Please submit cover letter, resume, writing sample, links to social media presence and salary requirements to jobs@ngfa.org. Only submissions through this address will be considered. Relocation benefits not included.

The National Grain and Feed Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, race, sex, sexual orientation, religion, protected veteran status, disability, marital status or any other characteristic protected by federal law.