

# International Association of Women Police



## **Request for Proposals Business Services and Member Support**

The International Association of Women Police (IAWP) is a USA incorporated non-profit association which has existed for more than 100 years. It is a vibrant, dynamic, and diverse organization with members in over 70 countries worldwide. IAWP forms a strategic network of global resources working together in our mission to strengthen, unite and raise the capacity of women in policing internationally.

We are seeking a qualified candidate to provide business services and member support on a part time basis for the IAWP. It is estimated this position will require 10-20 hours per week. These duties will include:

1. Providing a centralized communications / virtual office. Serving as the IAWP contact where appropriate, provide a high level of responsiveness for any association enquiries, provide essential office services including corporate address for mailings, telephone number with voicemail and email address.
2. Liaison with service providers providing technical support and activities contractors.
3. Website updates – provide additions, deletions, modifications, and changes to web pages as required.
4. Communicate with the Board and/or members as required, such as sending out notifications re important dates, deadlines, announcements, etc.
5. Member Services – provide responsive, efficient action to enquiries and requests received via email, the website, post, or telephone. Assist members in joining as well as changing or modifying existing member records. Assist members in registering for the annual training conference. Provide IAWP notices online and/or by email to members as necessary. Work with members through video conferencing, email or telephone as requested by the member.
6. Membership database – manage, oversee, and maintain the online IAWP database system and liaise with members and service supplier to resolve issues which may arise. Provide ongoing validation, analysis and evaluation of system capabilities and make recommendations to IAWP accordingly. Database management may include, but not be limited to control of data and data access levels; handling spreadsheets of bulk member records; assist members to update or modify their record; work closely with the IAWP Treasurer in member payment and the online payment system; create reports

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for the Board of Directors; implement modules offered by the provider. Maintain the bulk email of the IAWP through its third-party provider.

7. Provide support to IAWP events which may include meetings, trainings, or conferences, in which the membership system is used for registration. This support may include creating the event fields as well as answering enquiries, coordinating with the IAWP treasurer, providing system training to the event team, and taking action as necessary within the registration system.
8. Develop a working relationship with the entire IAWP Board of Directors, in particular, the Membership Chair and Treasurer.

**LOCATION:** There is no specific location requirement but working in the USA would be an advantage as the association is incorporated there and uses USA banking facilities.

**QUALIFICATIONS:**

- Professional qualifications in business management.
- Must be fluent in English.

**EXPERIENCE REQUIRED:** Experience of being employed in a similar position would be an advantage.

**ESSENTIAL SKILLS:**

- Comprehensive knowledge of the Wild Apricot membership management software and be able to manage existing IAWP database.
- Ability to update the IAWP website.
- IT literate including Word and Spreadsheets.
- Ability to manage enquiries.
- Customer Service management.
- Be a team player as well as being able to work alone.
- Excellent communication skills.
- Good organizational skills.

**NON-ESSENTIAL SKILLS:**

- Working knowledge of MemberClicks.com, ClubExpress.com, Capterra.com, Cvent.com, MemberSolutions.com, PC Magazine listings.
- Event management
- Ability to speak a second language.

**PROPOSALS:** Accepted until filled.

Interested candidates should submit questions or proposals to:  
**firstvicepresident@iawp.org**