Center for Nonprofit Excellence (CNE) is a 501(c)(3) organization whose mission is to strengthen nonprofits to realize the potential of our community. For more information, visit www.thecne.org.

**JOB DESCRIPTION:** Membership Manager

Full-Time/Part-Time: Full-Time (40 hours/week)
Benefits: Eligible
Supervisor: Director of Strategic Initiatives
Date Prepared: November 2017

**GENERAL SUMMARY**

In conjunction with the Director of Strategic Initiatives, the Membership Manager will be responsible for management and administration of all aspects of member relations and, as needed, strategic partnerships.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**Member and Non-Member Relations (65%):**

- Maintain regular member outreach.
- Develop and implement strategies for retention of existing members and recruitment and cultivation of new members, including the creation of new member benefits.
- Manage CNE’s short-term consulting service for members and non-members, including providing relevant information and resources on request, and soliciting input from staff within their areas of expertise as needed.
- Curate CNE’s virtual resources for members.
- Represent CNE in the community, including speaking publicly for the organization when needed.

**Program Management (15%)**

- Administer Board Matching program matching board candidates with member organizations for potential board placement.
- Administer Board Fellows program. A fellowship program available to two or three Board Academy graduates who opt to continue their learning by serving on the CNE Board.
- Administer ConsultCorps evaluations post project completion.
- Administer Leadership Circles by selecting monthly readings in conjunction with Circle facilitators and sending meeting reminders to Circle participants.
- Administer Pathway to a Healthy Organization assessments including meeting with organizations to determine participation, review findings and provide a final report.
- Complete other projects and tasks as assigned.

**Membership Operational Support (15%):**

- Coordinate website, newsletter, and social media content and functionality as it pertains to membership and as needed.
- Provide day-to-day management of CNE’s on-site Resource Center including: library, Foundation Center tutorials and reservations, and meeting space reservation requests.
Regional Strategic Partnerships (5%):
- Review and edit the PATH Resource Center newsletter.
- Support the Director of Strategic Initiatives in developing and implementing strategic partner programs and services, as needed.

QUALIFICATIONS
- Bachelor’s degree and at least 2-years professional experience required; master’s degree in relevant field preferred.
- Demonstrated ability to provide quality customer service and to lead and balance work with a variety of internal and external stakeholders.
- Program planning, implementation, and evaluation experience preferred.
- Demonstrated facility with managing, facilitating, and presenting to committees, trainings and groups.
- Highly organized and detail-oriented, flexible and collaborative with an ability to prioritize and manage multiple tasks simultaneously.
- Excellent written and oral communication skills, and positive, can-do attitude.
- Proficiency in Microsoft Office suite, including Excel and Power Point.
- Personal qualities of integrity, credibility and a commitment to CNE’s mission.

*Center for Nonprofit Excellence reserves the right to revise or change job duties as the need arises.*