The Center for Nonprofit Excellence

The Center for Nonprofit Excellence (CNE) is a nonprofit that strengthens other nonprofits in Charlottesville and the region. CNE operates with the mission to **strengthen nonprofits to realize the potential of our community**.

With a **passion for performance**, CNE provides education, consulting and resources to create strong leaders, effective Coordinators and healthy collaborators. We lead by example and we are always learning, always teaching to ensure that nonprofits have the tools they need to be competent, operate with integrity and maximize their impact. We succeed when nonprofits do good work better.

We believe in the **power of collaboration**, and invest our time, expertise and resources to promote collaboration, which empowers a more efficient and effective nonprofit sector, and we actively seek our own strategic partnerships to leverage this work. We succeed when we help nonprofits clear obstacles to collaboration, and identify and address systemic challenges that impede their success.

We honor the **potential of nonprofits**, and advocate for a strong, independent nonprofit sector. We respect and nurture the sector so it can do the important and challenging work of creating a social safety net, promoting civic engagement, protecting the environment and enriching us through arts, education and culture. We succeed when nonprofits are recognized for their economic impact, perceived as effective agents of change and engaged with community partners to solve real problems and enhance our lives.

To learn more about our programs and services, please visit www.thecne.org.

**Senior Membership Manager**

The Senior Membership Manager (SMM) will be responsible for management and administration of all aspects of member relations, ensuring that members are seeing value for membership, and maintaining a member-focused lens for CNE’s work. A relationship-builder, the SSM will cultivate and steward members and prospective members, and provide high-quality customer service and technical assistance. The Senior Membership Manager will report to the Deputy Director of Operations and Advancement.
Specific duties of the role include:

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

- Cultivate and steward prospective, new, and current members
- Conduct member visits and 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
- Supervise Community Relations Manager as relating to membership services support (e.g. providing technical assistance on starting a nonprofit, supporting member orientations and info sessions, receiving walk-ins from persons interested in learning more about CNE, and cultivating and stewarding members)
- With Administrative Coordinator, ensure smooth functioning of member operations (e.g. Foundation Center tutorials, assistance with routine website questions such as how to renew and sign-in, member payments and billing)
- Curate CNE’s virtual resources for members
- Coordinate events (e.g. Celebration of Strong Nonprofits) as needed
- Represent CNE in the community, including speaking publicly for the organization when needed

**Programs (~15%)**

- Administer Leadership Circles by sending monthly reminders to Circle participants, selecting monthly readings in conjunction with Circle facilitators, coordinating the addition of new Circle participants or facilitators, and launching new Circles when appropriate
- With Deputy Director of Strategic Partnerships, administer Pathway to a Healthy Organization assessments including distributing the survey, reviewing findings, and providing a final report
- Administer Board Matching program matching Board Academy alum with member organizations for potential board placement
- Share membership insights and trends to help inform program development and outreach

**Communications (~10%)**
Proofread Charlottesville-specific communications (e.g. weekly newsletter, Program Blast, Board Seasonal Update)

Suggest member spotlights for the newsletter and send to featured member

Draft newsletter announcements as needed

Coordinate Case Story by choosing featured organization, conducting the interview, and working with volunteers to complete

Strategic Partnerships (~5%)

- Support the Deputy Director of Strategic Partnerships in developing and implementing regional strategic partner programs and services, as needed
- With the Deputy Director of Operations & Advancement, develop and implement local strategic partner programs and services, as needed

Miscellaneous (~5%)

- Perform other duties as assigned by the Deputy Director of Operations & Advancement, Deputy Director of Strategic Partnerships, and/or Executive Director

Skills Required

The successful candidate will be dependable, responsive, thorough, and quality-driven. The SSM will provide high-quality customer service to exceed member expectations and ensure that members are receiving value for membership. The SSM will approach membership as relational versus transactional, and create an environment where members feel they can trust and count on CNE.

The SSM will bring an eagerness to learn, and a willingness to take ownership of tasks both big and small. They will have exceptional verbal and written communication skills, as well as exceptional research and curation skills as related to resources and information shared with members. They will be a strong relationship builder who is comfortable with a wide range of different people.

A keen attention to detail, strong work ethic, and unwavering commitment to ethical behavior is required. They will bring passion, humility, integrity, humor, and a positive attitude.

Compensation and Benefits

This is a full-time salaried position with a salary range of $50,000 to $60,000. The Center for Nonprofit Excellence offers a robust employee benefits package, including 100% of employee health insurance coverage paid, the opportunity to participate in a 403(b), and 120 Personal
Time Off hours available in the first year of employment. This role will include opportunities for professional development and growth.